

Missouri State Rehabilitation Council



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2002 Annual Report

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Table of Contents

Missouri State Rehabilitation Council

Mission Statement	
Letter to the Governor	
Council Members	
Council's Purpose	

Missouri Division of Vocational Rehabilitation

Mission Statement	
Letter to the Governor	
Vocational Rehabilitation History	
Agency Overview	

Major Issues

Interagency Cooperation	
Transition Services.	
Integrated Community Rehabilitation Programs (CRPs)	
Improved Availability of Supported Employment Service Programs (SESPs)	
Innovation and Expansion Grants	
Technology Services	
Assistive Technology	
Underserved Populations and Workplace Diversity	
<i>Feature Stories: No Less Than Success</i>	

Appendices

Consumer Satisfaction Report and Survey Results	
Demographic Charts of Those Served and Rehabilitated	
<i>Directories:</i> Centers for Independent Living, Community Rehabilitation Program Providers, Supported Employment Service Providers	
<i>Chart:</i> Counties Served by SESP	
<i>Directory:</i> Vocational Rehabilitation District Offices	
Listing of Acronyms	

Mission Statement

(Adopted Nov. 4, 1999)



Missouri State Rehabilitation Council

Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

Our Mission

To assure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

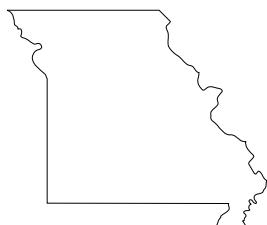
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to assure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act, and the Individuals with Disabilities Education Act.



MISSOURI STATE REHABILITATION COUNCIL

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December 31, 2002

The Honorable Bob Holden
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Holden:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2002. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each of the council members have unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have given our enthusiastic support to innovative programming to reach the underserved in the urban areas of Kansas City and St. Louis, to exploring additional methods of obtaining consumer satisfaction feedback, and to expanding in-service training.

It has been my great privilege to work with members of the council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

Scott L. Berning
Chairperson

State Rehabilitation Council Members



Scott L. Berning
El Dorado Springs
Council Chairperson



Diane J. Spieker
Jefferson City
Council Vice Chairperson



Ronald W. Vessell
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Council Ex-Officio member
MDVR's Assistant Commissioner



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Gary Maddox
Gallatin



Roy E. Miller, Ph.D.
Jefferson City



Jim Terrill
Centralia



Sarah Tilley
Springfield

Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Vocational Rehabilitation Counselor
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocacy groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The council is responsible for reviewing, analyzing and advising the Division of Vocational Rehabilitation regarding its performance on such issues as eligibility, services provided to consumers and any other functions affecting people with disabilities.

During FY02, the council was actively involved in a significant number of activities with the division. Some of its accomplishments included:

- Providing recommendations to the division on policies and newly filed administrative rules.
- Collaborating with other councils and agencies, such as the State Independent Living Council, Missouri Parents Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education and the Governor's Council on Disability.
- Attending division public hearings to provide input on the state plan.
- Participating in the Council of State Administrators of Vocational Rehabilitation (CSAVR) national meeting in Washington, D.C.
- Reviewing the division's state and strategic plans.
- Working with division staff in preparing the 2002 annual report.
- Providing comments to the Rehabilitation Services Administration (RSA) regarding issues pertaining to homemaker closures.
- Participating in Business Leadership Network activities.
- Providing SRC nominations for the governor to consider.
- Working with division staff to hold Impartial Hearing Officer and Mediation training.

Mission Statement

Missouri Department of Elementary and Secondary Education

Division of Vocational Rehabilitation

“Making a positive difference through education and service”

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools and citizens.

We provide leadership and promote excellence. We

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.



Missouri Department of Elementary and Secondary Education

— Making a positive difference through education and service —

December 31, 2002

The Honorable Bob Holden
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Holden:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2002. As required by federal regulation, this report provides information on the Division of Vocational Rehabilitation's employment program for persons with disabilities.

We are pleased to report that 5,125 persons were successfully employed during FY02. The employment success rate for people served was 71.6 percent. Missouri Vocational Rehabilitation consistently ranks in the nation's top ten state rehab agencies in terms of success rate.

The program's customer satisfaction survey results are among the top in the nation, if not first.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to over 2,000 students per year in 361 high schools. Last year, we assisted almost 700 students to reach employment with another 850 students in postsecondary education and training programs.

The council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the council, and it has been my privilege to work with them this past year.

In closing, I along with the council offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink, reading "Ronald W. Vessell", is positioned above the typed name.

Ronald W. Vessell
Assistant Commissioner
Missouri Division of Vocational Rehabilitation

Historical Highlights of Vocational Rehabilitation

1920 • Smith-Fess Act. First civilian state-federal vocational rehabilitation act. Authorized for four years. *Goal:* promoted vocational rehabilitation of people with disabilities who worked in industrial or any legitimate occupation so they could return to work. *Act provisions:* money allotment to states based on population, matching federal to state dollars \$1 to \$1, state plan requirement, and available to all people of employment age who were incapacitated by a physical defect or infirmity and who might become employable through rehabilitation.

1935 • Social Security Act. Doubled appropriation for vocational rehabilitation agencies to nearly \$2 million. Established vocational rehabilitation as a permanent program.

1943 • Barden-LaFollette Act (also known as VR Act of 1943). Amended the Smith-Fess Act. Authorized payment for physical restoration (or to eliminate/reduce a disability); permitted services for people with mental illness; made new provisions for people who are blind; made funds available for the entire cost of state administration; included guidance and placement services; and changed allocation of federal funds from a population base to one of need, as determined by the states.

1968 • Architectural Barriers Act. Established accessibility standards for new construction or alterations to federal buildings.

1973 • Rehabilitation Act Amendments. *Main points:* severely disabled served first, client/counselor jointly develop client's rehabilitation plan, post-employment services, annual review of eligibility, greater accountability (standards), affirmative action, and evaluation of the primary purpose of the program. *Section 502:* Architectural and Transportation Barriers Compliance Board. *Section 504:* "nondiscrimination for handicapped."

1978 • Rehabilitation Act Amendments. Authorized and funded independent living programs and centers. Established the National Institute on Disability and Rehabilitation Research.

1984 • Rehabilitation Act Amendments. *Key points:* client can make appeals, Client Assistance Program established.

1986 • Rehabilitation Act Amendments. *Key point:* supported employment programs now required in state plans.

1990 • Americans with Disabilities Act. Landmark federal anti-discrimination statute. Enacted to address barriers to people with disabilities not only in employment, but in housing, public accommodations, education, transportation, communication, recreation, institutionalization, health, voting and access to public facilities.

1992 • Rehabilitation Act Amendments. *Key points:* established eligibility to be determined within 60 days; existing information/client input sought; allowed formation of a council; and emphasized client choice (where people with disabilities are active participants in their own rehabilitation programs, including making meaningful and informed choices).

1998 • Final regulations of Rehabilitation Act Amendments of 1992. *Key points:* extended period from 60 days to 90 days in order for individuals to reach successful employment outcomes; amended the definition of competitive employment to include employment paying minimum wages, but not less than customary wages/benefits by the same employer to non-disabled workers performing similar functions; strengthened the definition of an integrated setting to require actual interaction between people with disabilities who are receiving services and non-disabled workers; and required agencies to develop policies that ensure that each person receives information about the scope of services and that each person's informed choice must be considered when writing the individual rehabilitation plan and vocational goal.

August 1998 • Rehabilitation Act Amendments. *Key points:* extended authorization of the Act for five years. *Emphasis placed on:* expanding the exercise of informed choice by individuals with disabilities; streamlining administrative procedures (i.e. reducing state plan requirements, eliminating the strategic plan, renaming the Individualized Written Plan as the Individualized Plan for Employment); increasing high-quality employment outcomes; expanding due-process procedures to include mediation; and linking VR programs to the State Workforce Investment Systems.

Agency Overview

Prepared on behalf of the State Rehabilitation Council, this annual report provides a highlight of various programs and services of the Missouri Division of Vocational Rehabilitation during federal fiscal year 2002 (Oct. 1, 2001 to Sept. 30, 2002).

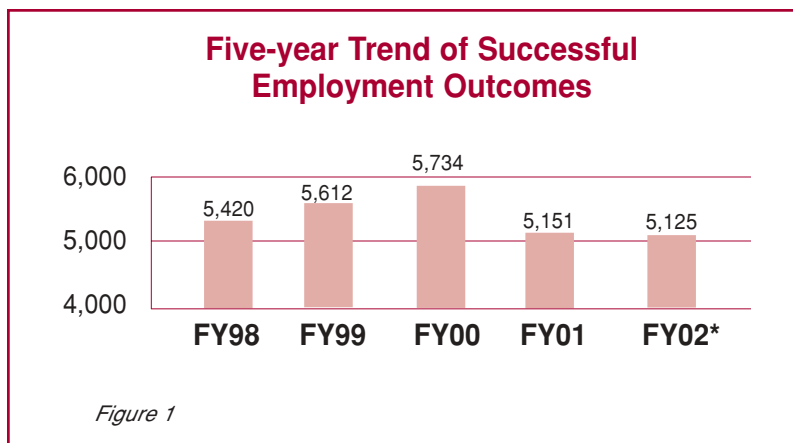
During FY02, vocational rehabilitation counselors worked with more than 28,000 eligible people in various categories. In FY02, 5,125 consumers had successful outcomes out of a total of 7,156 individuals leaving Vocational Rehabilitation (VR) services. Figures 1 (this page) and 2 (page 12) illustrate the number of successful outcomes and the percentages of success during the last five years.

FY02 marks the first year that sheltered workshop employment outcomes were not considered in the overall successful employment outcome data. It is interesting to note that even without these outcomes, a total of 720 in FY01, VR still successfully rehabilitated 5,125 consumers in FY02. This is only 26 less closures than last year.



Members of the State Rehabilitation Council meet quarterly to review, analyze and advise the Missouri Division of Vocational Rehabilitation (MDVR) regarding its performance on issues affecting people with disabilities. Pictured above, left to right, are Jim Terrill, council member; Ron Vessell, Council Ex-Officio member and MDVR's Assistant Commissioner; Scott Berning, Council Chairperson; and Diane Spieker, Council Vice Chairperson.

Figure 2 (page 12) shows that more than 70 percent of consumers who received services with VR were successfully employed (this figure is a percentage of all eligible consumers leaving VR who received services, excluding sheltered workshop consumers). Research has shown that about 70 percent of these consumers will still be employed one year later.



* As of FY02, successful employment outcome data no longer includes sheltered workshop employment outcome information.

Agency Overview (continued)

Rate of Successful Employment Outcomes *(five-year trend)*

68.5%	69.2%	70.7%	70.6%	71.6%
FY98	FY99	FY00	FY01	FY02

Figure 2

Transition Services

Many activities occurred in the area of Transition Services during FY02. One major area of focus involved creating additional networking opportunities for partners in the transition process, as well as offering professional development training. In order to address these issues, a statewide training symposium was developed with the assistance of VR personnel. Roughly 400 people, including special educators, VR staff, vocational resource educators, Community Rehabilitation Providers (CRPs), Supported Employment Service Providers (SESPs) and Centers for Independent Living (CILs) attended the training held in October 2002. Transition Services continued to improve and expand through the development of joint Memorandums of Understanding (MOUs) between local school districts, VR district offices and local providers. MOUs outline what and how transition assessment services for students with disabilities will be provided at the local level. In one year's time, approximately 112 Comprehensive Transition Assessment MOUs were developed with over 84 different school districts and 29 various CRPs and SESP. Transition Services has worked and will continue to work closely with the Division of Special Education in coordinating data collection efforts. Transition Services wants to improve their ability to measure/track graduation rates, dropout rates and employment success rates for those students with disabilities who have participated in and received VR Transition Services prior to graduation.

State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY02. VR receives state funds from General

Revenue, Lottery and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

SSA Trust Fund Reimbursements

(five-year trend)

\$1,041,883	\$1,595,625	\$1,136,331	\$2,517,513	\$1,631,240
FY98	FY99	FY00	FY01	FY02

Figure 3

Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies the costs of providing services to successfully rehabilitated SSA recipients. The division continues to seek SSA reimbursements. As of September 30, 2002, the division received \$1,631,240. Figure 3 provides VR's reimbursement totals for the last five years.

Agency Overview (continued)

Consumer Satisfaction

Another priority for the division is consumer satisfaction with division staff and services. The council is responsible for administering a consumer satisfaction survey (pages 31-34). Division staff surveyed all eligible consumers whose cases were closed in FY02. Specific feedback is shared with division management, supervisors and counselors. This information is used as a tool for staff performance, as well as to improve services and evaluate training needs.

In FY02, the division surveyed 7,156 consumers who received and left VR services. Of these individuals, 99 percent felt they were treated with respect and 97 percent indicated a positive experience in working with the division.

A pilot project in the Rolla VR office is measuring consumer satisfaction immediately after the initial plan period. As mentioned above, the division measures consumers' satisfaction after they leave VR services. The intent of this pilot will give the division an idea of a consumer's satisfaction at the time of service delivery.

Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for several strategic plan issues. The following teams meet on a quarterly basis: Capacity Building, Case Services, Community Rehabilitation Providers/Vocational Rehabilitation, Consumer Affairs, Technology Services, Transition, Cultural Diversity, and Work Incentives. As a result, a number of recommendations have been implemented to improve services for people with disabilities.



The State Rehabilitation Council members are appointed by the governor and represent various groups, such as the Statewide Independent Living Council; disability advocacy groups; business, industry and labor; VR counselors; and many more. Pictured (left to right) are Roy Miller, Ph.D., council member; Deborah Reithmeyer, a certified real-time reporter who provides Computer Assisted Real-Time (CART) captioning services; John Bamberg, council member; Betty Chandler, council member; and Linda Benoit, council member.

Interagency Cooperation

Workforce Development

In Missouri, the late Gov. Mel Carnahan created the Division of Workforce Development under the Department of Economic Development. Workforce Development ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development Centers across the state. In July 1999, the Division of Employment Security joined the Division of Workforce Development. In September 1999, the governor designated the Missouri Training and Employment Council (MTEC) as the state board that oversees Workforce Development.

There are 14 workforce regions in Missouri. Funds are allocated by formula and eligible training providers have been certified. Under WIA, there are 19 required partners that are working together to provide One-Stop Career Centers (referred to as Career Centers in Missouri) with universal access that is streamlined for all citizens wanting assistance with gaining employment. Vocational Rehabilitation is a major partner, and as such, they are involved in the development of a workable system to serve all Missouri citizens. They are working for integrated services through an Integration Team of partners. Primary concerns are developing a statewide data system accessible by all partners and the shared location of agency offices within 14 regions. In addition, committees of representatives from partner agencies have joined forces to develop a system that will provide immediate and valuable services to citizens. The committees are addressing issues, such as systemwide performance measures, short-term training certificates, marketing and equal access (architectural and program) within the Career Centers. They are moving forward in all areas.

A full-time supervisor works with partner agencies to ensure that all federal regulations pertaining to Title IV of the Workforce Investment Act of 1998 are followed. The VR supervisor of Workforce Development continues to visit Career Centers and VR offices throughout the state. The supervisor is also involved in the partner committee meetings addressing the systemwide issues previously mentioned. VR, through this continuous involvement with other agencies, is ensuring our consumers are served through access to this universal system.

One-Stop Partnerships

Locally, counselors still provide the core services for consumers with disabilities. Because of the differences in geographical locations, VR is represented in many different ways. There are centers where counselors visit three to four days a week. Other centers are in complexes with the VR office located within the complex. This allows consumers convenient access to a variety of services. Some Career Centers are not accessible either physically or in the provision of programs and services. As a result, VR counselors will either go to a different location or meet consumers at the local VR office. VR counselors travel to approximately 2,000 locations statewide to provide services to consumers.

VR has established a statewide ad hoc committee on accessibility that provided each center with data on assistive technology for persons who are blind, visually impaired and hearing impaired. The committee was formed at the request of MTEC in order to assure all facilities, services and programs become accessible. Recommendations have been given to each center and sent to MTEC. As a result of these visits, the centers are being equipped with speech synthesizers, Braille materials, computers with large monitors and adaptive

Interagency Cooperation (continued)

keyboards and telecommunication devices. In addition, VR provides ongoing cross-training and technical assistance to Career Centers' staff members on accommodations in the workplace.

Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs) to provide direct services to people with disabilities.

The 2002-2004 state plan developed by VR and the SILC details the tasks and objectives necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and the SILC began the process of establishing outcome measures for Independent Living Services (ILS) and Personal Assistance Services (PAS). While the Independent Living program outcomes are still in the development phase, a pilot project for the PAS program was conducted to develop outcomes, identify quality indicators and performance measures. The goal was to improve the PAS program and increase accountability, as well as to determine the quality, effectiveness and benefit of PAS services to



E. Wayne Lee, disability advocate at ILRC, greets Sandra at the center.



Sandra Goodin signs in with Shawna McPeters, receptionist, at the Independent Living Resource Center (ILRC) in Jefferson City. Sandra is the president of the ILRC board and also a consumer.

consumers. A January 2003 implementation date is anticipated.

SILC, the Division of Vocational Rehabilitation and Rehabilitation Services for the Blind have initiated a yearly training conference on various aspects of independent living services and CIL management. This year's conference was held August 2002 in conjunction with the regional Rehabilitation Continuing Education Program's Independent Living Summit in Kansas City. Participants included CIL executive directors, board members and staff, consumers, VR staff and counselors, and Community Rehabilitation Providers (CRPs) and staff from Missouri, Kansas, Iowa and Nebraska.

Interagency Cooperation (continued)

Personal Assistance Services (PAS) Programs

Vocational Rehabilitation operates three consumer-directed Personal Assistance Services programs for consumers who require personal care services. The three programs are Non-Medicaid Eligible, Medicaid State Plan and Independent Living Waiver. These statewide programs are administered locally by 21 Centers for Independent Living.

The Non-Medicaid Eligible (NME) program began in 1985. This program enables consumers with physical disabilities, who are “employed or ready for employment,” to maintain or seek employment by utilizing personal care services. The program is funded through general revenue appropriated by the state legislature. This program served as the model for the development of the Medicaid State Plan (MSP) and the Independent Living Waiver (ILW) programs.

The MSP program began in 1993. This program targets the Medicaid-eligible population with physical disabilities. Eligible consumers may access personal care services up to \$2,430. This is the maximum dollar amount of services for which a consumer is eligible. The MSP program is funded through a combination of federal and state funds.

The ILW program started on January 1, 2000. This program targets consumers eligible for Medicaid who have physical or cognitive disabilities and who require either personal care services above the MSP maximum of \$2,430, specialized medical equipment and supplies, environmental accessibility adaptations or case management.

Personal Assistance Services (PAS) Program Statistics (September 30, 2002)			
	NME Program	MSP Program	IL Waiver Program
Number of Consumers	181	3,336	493

Since December 1999, 72 PAS consumers have left nursing homes and are living in the community with the assistance of the PAS program.

Transition Services

The Missouri Division of Vocational Rehabilitation continues to work closely with the Division of Special Education in coordinating, planning and providing transition services for students with disabilities in the secondary school setting.

During FY02, the Transition Team, composed of MDVR staff and special education personnel from both the state and local level, developed transition-related resources and coordinated a statewide professional development transition training in an effort to meet the following charges outlined by the assistant commissioner:

Charge #1: Develop strategies to increase overall success rates of students with disabilities participating in the cooperative school-to-work programs.

Charge #2: Develop strategies to increase overall participation of students with disabilities participating in the cooperative school-to-work programs.

Charge #3: Develop methods to measure student participation in all transition services.

Charge #4: Develop strategies for decreasing the dropout rate for students with disabilities from Missouri high schools.



Martina McKay is a former Transition Services consumer and a graduate of the Community Access and Job Training (CAJT) High School in St. Louis. She participated in the School-to-Work program as a customer service representative for the Goodwill store.

■ The Transition Team finalized the “VR and COOP Easy Guide” which is a quick checklist and resource for school districts and VR personnel to use when providing joint transition-related services for students participating in the Cooperative Work Experience Program (COOP). Ron Vessell, assistant commissioner, approved the guide in February 2002. It was disseminated to VR district offices in March 2002 for further distribution to special education personnel and Work Experience Coordinators (WECs) within the local school districts.

■ The Transition Team revised and updated the statewide COOP Agreement, which was subsequently reviewed and signed by the assistant commissioners of Vocational Rehabilitation, Special Education, Adult and Vocational Education and the deputy director for Rehabilitation Services for the Blind in February 2002. Copies of the updated COOP Agreement were sent to VR district offices in March 2002 for dissemination to local school districts in order to obtain new signatures at the local level. The total number of school districts participating in the COOP program increased over the past year from 351 to a total of 361 school districts. In addition, approximately 207 of these 361 school districts have already reviewed and signed the updated COOP agreements.

■ In an effort to continue improving and expanding transition services during FY02, the assistant commissioner also approved a statewide transition agreement between VR, CRPs and SESP for the provision of comprehensive transition assessment services for students with disabilities. This agreement required local school districts, VR district offices and local providers to develop joint memorandums of understanding (MOUs) outlining what and how the specific transition assessment services would be provided at the local

Transition Services (continued)

level. In the first year this agreement had been in place, approximately 112 Comprehensive Transition Assessment MOUs were developed across the state with over 84 different school districts and 29 various CRPs and SESP.

- The Transition Team continues to focus on measuring student outcomes and tracking transition-related and COOP-related services through the Missouri Rehabilitation Information Services (MoRIS) caseload management system. VR has now established a data collection and reporting system that will be able to track the number of VR cases opened on students with disabilities who were referred from local school districts for VR transition-related services. In addition, at the Transition Team's request with support from the Division of Special Education, VR programmers are continuing to work on expanding this database to measure/track the following: the number of students with disabilities who participate in the COOP program, the number of students with disabilities who have successfully completed the COOP program and/or have received VR transition-related services prior to graduation, the number of students with disabilities who successfully obtained their high school diploma and are continuing further post-school training or education, and the number of students with disabilities who have obtained successful competitive employment in their chosen field of work. It is hopeful that by the end of FY03, data from these tracking systems will be available to assist both the divisions of Vocational Rehabilitation and Special Education in providing quality transition services that improve post-school outcomes for students with disabilities.
- The majority of the Transition Team's focus this past year was spent developing a statewide transition training symposium for special educators, VR staff, vocational resource educators, CRPs, SESP and Centers for Independent Living. The symposium offered professional development training and networking opportunities for a variety of partners in the transition process. The Transition Team identified the topics, completed a training curriculum and provided all participants with a transition guidebook, which outlines a multitude of transition-related services for students with disabilities. Participants were also provided with an opportunity to develop regional/local action plans to use among partners. Approximately 400 people attended the training in October 2002. A copy of the transition guidebook from this training will also be made available on the Department of Elementary and Secondary Education's web site (www.dese.state.mo.us) in the coming year.

Integrated Community Rehabilitation Programs

The division strives to enhance community rehabilitation services throughout Missouri. During this past fiscal year, VR and the Community Rehabilitation Programs (CRPs) worked collaboratively to transition from a fee-for-service system to an outcome-based model that emphasizes results and values successful employment outcomes. To assist in this goal, the division appointed a team comprised of agency staff and executives from the CRPs to work on the following issues:

- To continue partnering efforts at the local level and expand efforts to include administrative staff from VR, the CRPs, and the Supported Employment Service Providers (SESPs) along with professional organizations.
- To develop a single fee structure that covers evaluation to placement and retention services. This design promotes cost-effectiveness and will result in fair and equitable fees for providers, enhance informed choice and provide successful outcomes for consumers.
- To assess supported employment services by determining what changes need to be made to the program to promote quality services, informed choice and cost-effectiveness.
- To assess the impact of current vendor requirements on community employment services regarding utilization, outcomes and cost-effectiveness; then make recommendations.



The CRP/VR Team is comprised of members from both VR and Community Rehabilitation Programs. Pictured above (from the foreground to the background and then to the right) are Art Flowers, Center for Human Services; Kristi Bruning, VR Assistant District Supervisor; Scott Armstead, VR Counselor; Susan Ryan, VR Counselor; John Becker, Adult Vocational Services; Raymond Drake, VR District Supervisor; and Don Harkins, The Rehabilitation Institute.

The division continues to fund a variety of services to approximately 5,265 consumers in CRPs. It should be noted that the division always purchases services from local, nationally accredited, non-profit CRPs and has never owned or operated any of the programs.

Access to community-based services continues to be a division priority. As a result, all CRP programs emphasize community integration.

A complete listing of all division-approved CRPs can be found on pages 44-46.

Improved Availability for Supported Employment

The division provides supported employment services to a diverse population of consumers, as indicated by Figures 4-6 (pages 20-21). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY02, 77 percent of consumers who received supported employment services and exited the program were successfully employed.

Figure 4 (this page) provides a breakdown of the disability categories of consumers who exited the program both successfully and unsuccessfully after receiving supported employment services.

Figure 7 (page 21) provides the total number of Supported Employment Service Providers (SESP). The chart on page 52 shows the expansion of coverage statewide for consumers who require SESP services. With expansion comes choice for consumers.

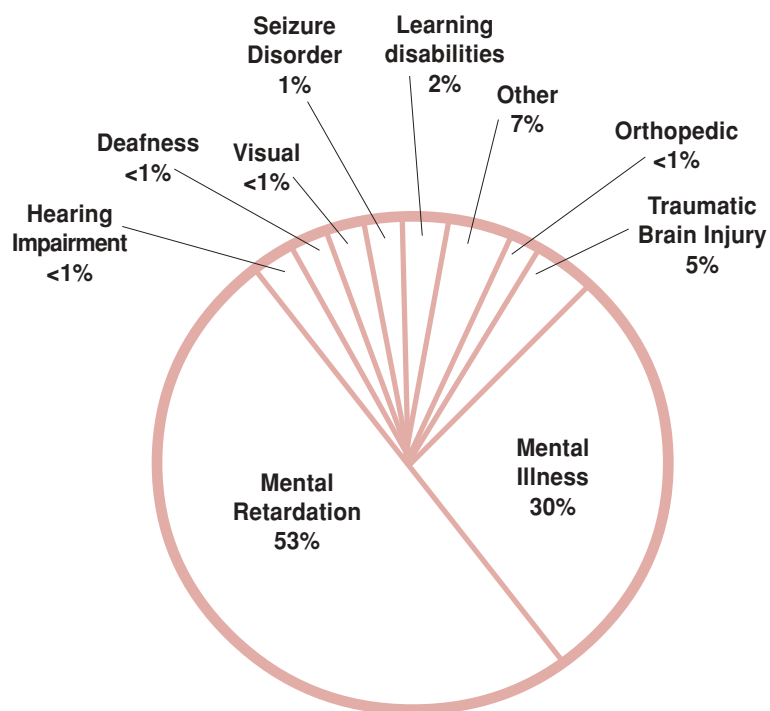


Figure 4**

Mental Illness Focus

An area of emphasis for the division continues to be increasing supported employment services for persons with mental illness. On March 31, 2002, the division completed the final year of providing 14 supported employment establishment grants to develop services for persons with significant and persistent mental illness. During the four years of the project, there was a significant increase from 18 to 27 percent in the number of those served with mental illness.

Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 8 (page 21) shows the average costs of services, hourly wages and other statistics for supported employment.

Consumer Satisfaction

As noted on the chart on page 33 of this report, 96 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. And, ninety-six percent had a good experience working with division staff.

****Percentages based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

Improved Availability for Supported Employment (continued)

Supported Employment Race and Gender of those Served**

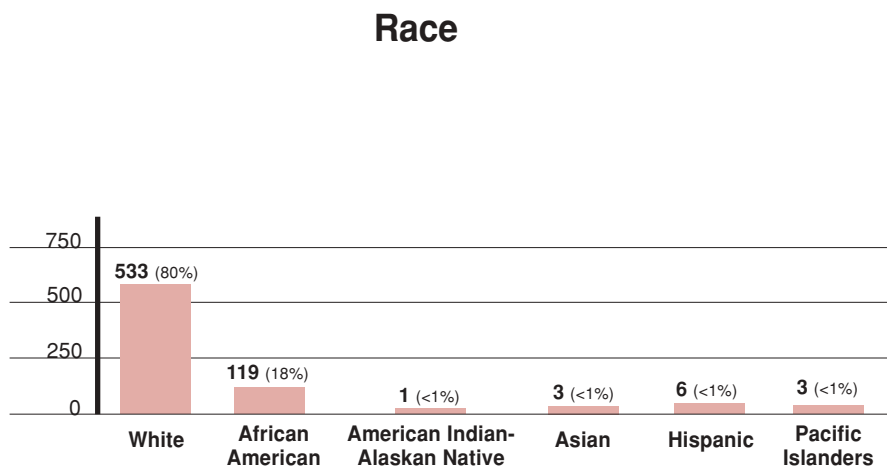


Figure 5**

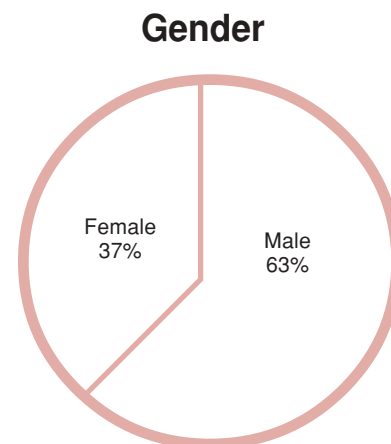


Figure 6**

Other Supported Employment Statistics

SESPs Total Providers from FY98 - FY02	
Fiscal Year	# of SE Providers
FY98	91
FY99	91
FY00	88
FY01	86
FY02	86

Figure 7

Supported Employment: Competitively Employed Statistics FY02

Average cost of job coaching services per consumer	\$4,339.00
Average cost of assessment services per consumer	\$1,248.00
Average cost of job development services per consumer	\$1,060.00
Average hourly wage per consumer	\$6.44
Average hours per week worked per consumer	24

Other SE Statistics for FY02

Success rate	77 percent
Successful closures	513
Unsuccessful closures after services rendered	152

Figure 8**

****Figures based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

Innovation and Expansion Grants

Vocational Rehabilitation (VR) continues to look at innovative ways to improve its method of delivering services. An area of emphasis for VR has been to work collaboratively with agency partners to effectively and efficiently deliver seamless services to consumers. Innovation and Expansion grants allow VR the opportunity to explore new strategies and methods for this type of service delivery.

One strategy is to establish procedures by which CRPs and SESP's can effectively assist VR counselors with case management activities to improve the delivery of services leading to employment outcomes for consumers. The CRP/VR Team identified this topic as a priority for grant consideration.

The methodology for developing the grant included input from staff throughout the state at various stages of the grant development process. A team of VR staff developed the abstract for the request for proposal. The abstract and grant application was sent to all CRPs in the state. Local collaboration and partnering with VR district offices was a major focus of the proposal.

Another team representing St. Louis and Kansas City metro areas and Central, North, Southeast and Southwest Missouri was nominated and selected to review and rank the proposals. As a result, five Innovation and Expansion grants were awarded November 1, 2002. The five highest ranked grants included The Rehabilitation Institute, Lakes Country Rehabilitation Center, Network, Inc., Advent Enterprises and Learning Opportunities. The grant maximum is \$56,250 with the federal share at \$45,000 and a required local match from the recipient of \$11,250 per year for two years.

Expected outcome measures for the grants, at a minimum, include:

- Improve the timeliness of eligibility determination and service delivery.
- Increase successful competitive closures.
- Reduce unsuccessful closures.
- Increase coordination and collaboration with local VR offices and other community partners.

Technology Services

Fiscal year 2002 was the first full year for VR staff to use the new Missouri Rehabilitation Information System (MoRIS). Many changes were made to the new system to enhance its response time, improve the user interface, increase functionality within the system, improve workflow procedures and provide information reports for both casework and management needs. During the year, VR upgraded their Lotus Notes software to Version 5. This allowed them to make some programming improvements to the MoRIS system which they were unable to do with the previous software. VR also began implementation of the “replication” process. Counselors can now “replicate” the MoRIS system on their laptops enabling them to work in remote locations away from the office. Hence, they are able to bring service to their consumers and are closer to the goal of an “extended office.” In addition, they began installing voice recognition software and provided training for VR staff on its use. Although it may not be used by all, it provides an alternative for the staff who are not as adept at keyboarding as other skills. In order for the staff to use the replication process and voice recognition software effectively, they have upgraded most of their laptop computers. During FY02, VR began the process of phasing out IBM Thinkpad 760's and replacing them with Dell laptops, which have greater capacity and processing power. All Dell laptops will be in place shortly after the start of the new year.

One of the projects that Information Technology (IT) completed this year was the implementation of Project Success. This was a joint, grant-funded demonstration project with Advent Enterprises, a CRP in Columbia, Missouri, that required the interaction of MoRIS with the new system developed by the project in the Columbia Career Center. Data is transferred from MoRIS to the project and is passed from the project to MoRIS. All of this is completed within the Career Center and allows for better service to consumers.

Assistive Technology

In FY02, the division provided a variety of assistive technology services, devices and equipment to 1,372 individuals for a total cost of \$2,999,082.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining or improving functional capabilities. These may be commercially purchased or modified/customized by a specialist in technology. The devices may be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices include: prosthetic and orthotic equipment; hearing aids; eyeglasses; wheelchairs and other powered-mobility equipment; walkers; braces; crutches; computer equipment (e.g. adaptive keyboards, voice-activated controls and specialized software); vehicle modifications; and home modifications.

Assistive technology services include: evaluation design, customization, adaptation, maintenance, repair, therapy, training or technical training that assists an individual with a disability in the use of an assistive technology device.

Assistive Technology (continued)

The Telecommunication Access Program, formerly known as the Adaptive Telephone Equipment Program, that was implemented by the Missouri General Assembly has become an excellent resource for division counselors. This program provides the adaptive telephone devices for persons who are unable to use traditional telephones. The program has saved the division significant costs of purchasing these services. The program primarily serves persons who are deaf or hard of hearing but has been expanded to include persons with visual and cognitive impairments.

Within the seven regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the Americans with Disabilities Act and assistive technology.
- the availability of assistive technology services for students in secondary education programs.
- the availability of services/vendors in particular regions.
- the Missouri Assistive Technology Project and the regional demonstration centers funded by the project. Current regional demonstration centers are located in the Centers for Independent Living (CILs)* in Cape Girardeau, Springfield, Columbia, Kansas City and Kirksville.

In April 2002, the Missouri Assistive Technology Project cohosted the statewide “Power Up” conference that was open to providers, consumers and division staff. The division’s technology information specialists attended, as well as a number of providers and exhibitors. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment.

* See page 43 for CIL listings.

Underserved Populations and Workplace Diversity

One of the top priorities for the council and the division continues to be reducing the overall number of people who do not complete the VR program and reducing the unsuccessful outcomes for traditionally underserved populations (i.e., primarily African American and Hispanic consumers). Figure 9 (page 26) reflects the closure percentages by race for FY01 and FY02. This chart illustrates that African American consumers continue to represent disproportionately higher rates of outcomes that are not successful. The division remains committed to improving employment outcomes and reducing the dropout rate of consumers from underserved populations.

For example, a pilot program that was designed to retain consumers at risk of leaving VR services has become a permanent program. Retention counselors now work with “at-risk” consumers to remove barriers to services and employment. Other staff, such as intake counselors, assist in locating “lost” consumers.

Cultural Diversity Team

To work on issues relating to underserved populations, the assistant commissioner appointed a diverse group of staff and consumers to serve on the Cultural Diversity Team. This team has worked to develop strategies for:



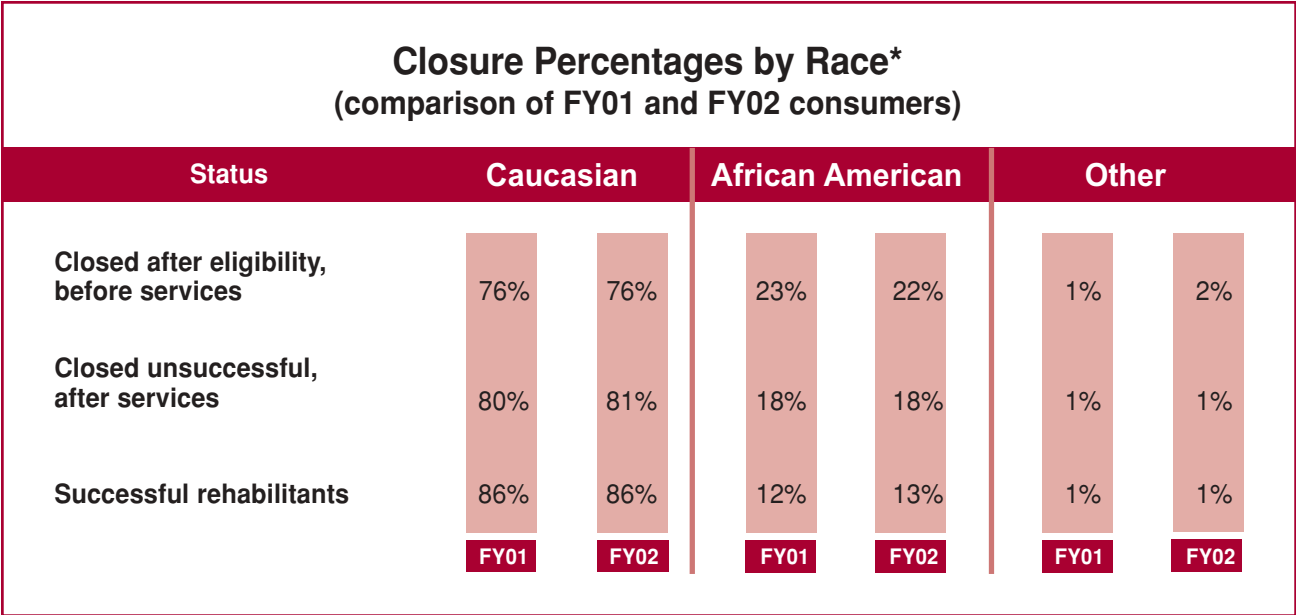
Members of the Client Services Team and Cultural Diversity Team joined together to work on ideas to reduce the VR services dropout rate of underserved populations. Pictured above (left to right) are Caroline Levy, VR Counselor; Otis Pitts, VR District Supervisor; and Sam Townsend, VR District Supervisor.

- increasing the numbers of underserved populations using VR services.
- reducing the disproportionate numbers of underserved populations dropping out of VR services.
- improving the rate and quality of employment outcomes for underserved populations.
- improving recruitment and retention practices of culturally diverse consumers and employees; and
- distributing information to underserved populations to have a positive effect on the above charges.

The Cultural Diversity Team has expanded its focus to include the

entire Division of Vocational Rehabilitation by adding to the team four employees of the Disability Determinations Section. The team meets four times per year to develop strategies to reduce the dropout percentages and unsuccessful outcomes.

Underserved Populations and Workplace Diversity (continued)



*Percentages reflect the total number of consumers in each status.

Figure 9

Employee Diversity FY02	
Employees with Disabilities	
Counselors	17%
District and Assistant Supervisors	13%
Administrators	16%
Total professional staff	17%
Support staff	7%
Minority Employees	
Counselors	12%
African Americans	9%
Other	2%
District and Assistant Supervisors	13%
Administrators	8%
Total professional staff	10%
Support staff	17%
African Americans	14%
Other	3%
Employees by Gender	
Counselors	
Male	24%
Female	76%
District and Assistant Supervisors	
Male	48%
Female	52%
Administrators	
Male	45%
Female	55%
Total professional staff	
Male	31%
Female	69%
Support staff	
Male	4%
Female	96%
Other staff	
Male	22%
Female	78%

Figure 10

Underserved Populations and Workplace Diversity (continued)

Diversity in the Workplace

The division continues to work hard to recruit, hire and maintain a diverse workforce. Figure 10 (page 26) shows the specific categories of division employees as of September 30, 2002.

The division has an extensive plan to recruit individuals with culturally diverse backgrounds. All job openings are listed with the division and “Missouri Works” web pages, and nearly all vacancies are advertised in local newspapers, as well as traditional African American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCU’s), such as Lincoln University-Jefferson City, Mo.; Southern University-Baton Rouge, La.; Fort Valley State College-Fort Valley, Ga.; and Mississippi State-Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs and various community activities.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. In fact, VR has intensified their recruitment efforts to include paid internships in 2003. At the time of this report, approximately 17 percent of the counselor positions are held by persons with disabilities.

In addition to the division’s recruitment efforts, all staff are participating in cultural diversity training. This on-going training is a positive outcome of one of the Cultural Diversity Team’s recommendations and utilizes a state-contracted diversity trainer.

Consumer Satisfaction

The division’s consumer satisfaction survey (page 33) illustrates that 97 percent of African American consumers felt that they were treated with respect. Other results showed that 98 percent of African Americans responding to the survey said they received timely services and felt they were involved in making choices about their career goals and VR services.



Jennifer Hampton, former VR consumer, is a school psychologist at the Missouri School for the Deaf in Fulton.

No Less Than Success

participating fully in college life at a hearing institution. At Gallaudet, there are no barriers. Gallaudet provides deaf/hard of hearing students accessibility to a full college experience.”

Jennifer received a bachelor's degree in psychology, a master's in developmental psychology and a specialist degree in school psychology from Gallaudet.

As a school psychologist, Jennifer enjoys the people she works with, the students and the variety in her responsibilities. She not only works with MSD students but also deaf and hard of hearing students throughout the state. “Deaf and hard of hearing students vary in their communication backgrounds; therefore, communication is adapted to accommodate the needs of the individual,” Jennifer says. She conducts psychoeducational evaluations and consults with parents. She works with teachers and other professionals in planning programs and instructional interventions for students with special needs. Jennifer is also a service coordinator, which includes counseling and case management services for her caseload.

For eight years, Jennifer Hampton was involved with VR's services — from her senior year at MSD through graduate school at Gallaudet. Scott Mantooth, her former VR counselor, says, “She's a very bright, capable individual, and it's great to see her utilize her skills as a school

psychologist. We are fortunate to have her back here in Missouri.”

Jennifer's students benefit from her experience and her advice: “If they stick with what they're interested in and pursue study in this area and do the best they can, they'll have more opportunities.” Jennifer is proof that her advice works. ●

FOR THE PAST TWO YEARS, JENNIFER HAMPTON HAS worked as a school psychologist at the Missouri School for the Deaf (MSD). She came to the school after completing her graduate studies at Gallaudet University in Washington, D.C. Jennifer was already familiar with MSD as she graduated from there years earlier. She says she came back not only to be close to her family but also to give “something back to the state. . . meaning Vocational Rehabilitation (VR) and MSD.”

It was during her senior year at MSD when she had her first contact with VR. Tim Keiper and Scott Mantooth, VR counselors, worked with Jennifer in planning for the future. Jennifer says, “They (VR) provided funding to cover college tuition to assist in completing a professional degree, which in turn allowed me the opportunity to pursue a professional career.” Jennifer found more than just financial support — she found a counselor who offered understanding when she was deciding what major to pursue. “I began college at Rockhurst College in Kansas City, Mo., as a nursing major. After a year, I decided to transfer to Gallaudet. VR made this transition smooth,” Jennifer says.

Gallaudet University offers programs for deaf, hard of hearing and hearing students. Born deaf, Jennifer can relate. She says, “Deaf/hard of hearing students often have difficulty



Jennifer conducts psychoeducational evaluations to assist in educational problem solving and planning.

Story idea based on an article written by Wayne Anderson of the Columbia Daily Tribune, Jan. 20, 2002.

Greg Flick (right) worked with Tom Wilson (left), the district supervisor of the VR Chillicothe office.

A boost from VR helps former consumers Jennifer Hampton and Greg Flick achieve their occupational goals.



GREG FLICK HAS SPENT THE PAST 21 YEARS living off the land he farms. Greg faces the same economic hardships that have hit farmers across the country. Through these tough times, the farm Greg grew up on in Tina, Mo., has survived because of his determination to work. Farm life has been harder for Greg than for most. Born without his left leg, without his right leg below his knee and without either arm below his elbows, Greg's work on the farm seems impossible. Yet, it isn't. He and his father, Jack Flick, run the family farm.

But there was a time when Greg did not know if he could keep the farm going. In June 2001, his father was in a serious farm accident that resulted in a crushed pelvis and broken ribs. Jack would need three months to recover. For self-employed farmers, three months might as well be three years.

Greg depended on his father for the heavy lifting farm work requires. But without his father's help, his career in agriculture was in jeopardy. Because Greg believes in work, he wasn't going to give up. A month after his father's accident, Greg learned of Vocational Rehabilitation (VR) through Brad Marsh of Missouri's AgrAbility Project. "They [VR] were absolutely a godsend," Greg says. "I had no idea that any of those programs were out there."

Tommy Hartline, a Chillicothe VR counselor, interviewed Greg and his father at the family home. Greg says, "They [VR]

wanted to know what I needed to stay on the farm." Greg told Tommy that he needed two things — to be able to haul grain and to be able to handle 50-pound bags of bulk seed.

Greg says his counselor and the VR district supervisor of the Chillicothe office, Tom Wilson, "bent over backwards to help Dad and I. They were always forthcoming with information." VR purchased a seeder to help Greg continue farming. "It works beautifully," Greg says. "It saves so much on the back work and money on the seed."

VR paid to modify Greg's truck to accommodate his need for an automatic transmission. He received additional farm equipment that saves him time and reduces the amount of physical labor he must perform.

After 17 years with the same prosthetic legs that were beyond repair, it was becoming difficult for Greg to get around. VR helped him obtain a new set. They also paid for a computer training course. Greg has learned a lot from VR, but it's him we should be learning from. He has kept, and advises others to keep, an "open and hopeful mind" to VR's suggestions.

Greg always wanted to earn his keep, and he proudly says, "I am making a living. VR has made life easier, and their services will help me years down the road when Dad retires. VR has opened doors never open to me before." ●



VR purchased a seeder for Greg that allowed him to maintain his self-employment.



Greg and his father, Jack Flick, run their family farm. Both gentlemen are former VR consumers.

Table of Appendices

Consumer Satisfaction Survey

Summary Report and Results Chart

Demographics Charts

Disability Categories of Eligible Consumers Served

Disability Categories of Consumers with Successful Employment Outcomes

Weekly Earnings, at Referral, of Consumers with
Successful Employment Outcomes

Weekly Earnings, at Closure, of Consumers with
Successful Employment Outcomes

Occupations of Consumers with Successful Employment Outcomes

Race of Consumers with Successful Employment Outcomes

Age and Gender of Consumers with Successful Employment Outcomes

Education Level, at Referral, of Consumers with Successful Employment Outcomes

Provider Directories

Centers for Independent Living

Community Rehabilitation Program Providers

Supported Employment Service Providers

Vocational Rehabilitation District Offices

Provider Map/Acronyms

Counties Served by Supported Employment

Listing of Acronyms

Consumer Satisfaction

The council's Program Evaluation Committee continues to survey and monitor consumer satisfaction. A prepaid-postage card with a quick, eight question survey is sent to all eligible consumers immediately after their cases are closed.

Survey results continued to be positive during FY02. For example, of the consumers surveyed who received services, 99 percent felt that they were treated with respect and 97 percent indicated that they had a positive experience with VR. All of the results are categorized in groups, such as statewide totals, disabilities, gender, race, etc. Survey results are listed for those who received services on page 33. Separate survey results for eligible consumers who left the program before receiving services can be found on page 34.

Survey Card • Sample 1

(completed by consumers who received services and exited the system successfully in employment or unsuccessfully)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The VR staff treated me with respect and courtesy.					
2. Overall, my VR services were provided in a timely manner.					
3. My counselor helped me to understand my disability and how it might affect my future work.					
4. I was involved in making choices about my goals and services.					
5. My experience with VR was good and I would recommend it to others.					
6. VR policies were fair.					
7. VR services have helped or will help me get a job.					
8. (Optional) How could VR have served me better?					

5. My experience with VR was good and I would recommend it to others.

6. VR policies were fair.

7. I'm not using VR services because:*

8. (Optional) How could VR have served me better?

*The only question that differs from the "Sample 1" survey postcard.

Survey Card • Sample 2

(completed by consumers who were eligible but were closed before receiving services)

Consumer Satisfaction (continued)

In addition to the consumer survey card, the division gathers input from consumers through two other questionnaire cards. Fashioned after the original consumer survey cards (Samples 1 and 2, shown on page 31), these cards reach out to consumers involved with Centers for Independent Living (CIL) and division Impartial Hearings. The results from the CIL surveys (card not shown) confirm the level of consumer satisfaction with the centers. More than 90 percent of consumers would recommend their center to friends or family in need of services, and 96 percent of consumers felt that staff listened to their concerns. The Impartial Hearing questionnaire card (Sample 3, shown below) is sent to consumers who have participated in an appeal (impartial hearing) regarding rehabilitation services. This particular card evaluates how fairly consumers felt they were treated by the hearing process and the Impartial Hearing Officer.

Survey Card • Sample 3 (filled out by consumers who participated in an impartial hearing)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The Impartial Hearing Officer treated me with respect and courtesy.					
2. The Impartial Hearing Officer allowed me the opportunity to discuss my situation.					
3. As needed, other people were allowed to present on my behalf.					
4. As needed, alternative modes of communication were provided (i.e. sign interpreter, Braille, large print).					
5. A decision was reached and you were notified in a timely manner.					
6. The hearing was conducted in a fair and impartial manner.					
7. How could the Impartial Hearing Officer have served you better?					

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY02)**

*Indicates total responses for status 26 and 28 closures.

	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair		Helped me get a job	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	99%	1%	97%	3%	94%	6%	97%	3%	97%	3%	97%	3%	93%	7%
Persons with significant disabilities*	99%	1%	97%	3%	96%	4%	98%	2%	97%	3%	98%	2%	94%	6%
Successful employment outcomes (Status 26)	99%	1%	98%	2%	96%	4%	98%	2%	98%	2%	98%	2%	95%	5%
Unsuccessful closures after services (Status 28)	97%	3%	93%	7%	81%	19%	91%	9%	92%	8%	93%	7%	81%	19%
African Americans*	97%	3%	98%	2%	92%	8%	98%	2%	97%	3%	96%	4%	94%	6%
Males*	99%	1%	98%	2%	94%	6%	98%	2%	97%	3%	98%	2%	94%	6%
Females*	98%	2%	96%	4%	94%	6%	97%	3%	97%	3%	97%	3%	93%	7%
Supported employment employees*	96%	4%	95%	5%	89%	11%	93%	7%	96%	4%	91%	9%	92%	8%
Persons with mental retardation*	96%	4%	95%	5%	91%	9%	93%	7%	94%	6%	94%	6%	93%	7%
Persons with mental illness*	99%	1%	97%	3%	89%	11%	97%	3%	95%	5%	95%	5%	91%	9%
Persons with deafness/hearing impairment*	99%	1%	98%	2%	97%	3%	98%	2%	97%	3%	99%	1%	93%	7%
Persons with traumatic brain injury*	100%	0%	100%	0%	92%	8%	92%	8%	100%	0%	100%	0%	95%	5%
Persons with alcohol/drug dependency*	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities*	100%	0%	98%	2%	96%	4%	96%	4%	93%	7%	98%	2%	91%	9%
Persons with orthopedic impairments*	99%	1%	97%	3%	94%	6%	92%	8%	99%	1%	99%	1%	93%	7%

**Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY02)*

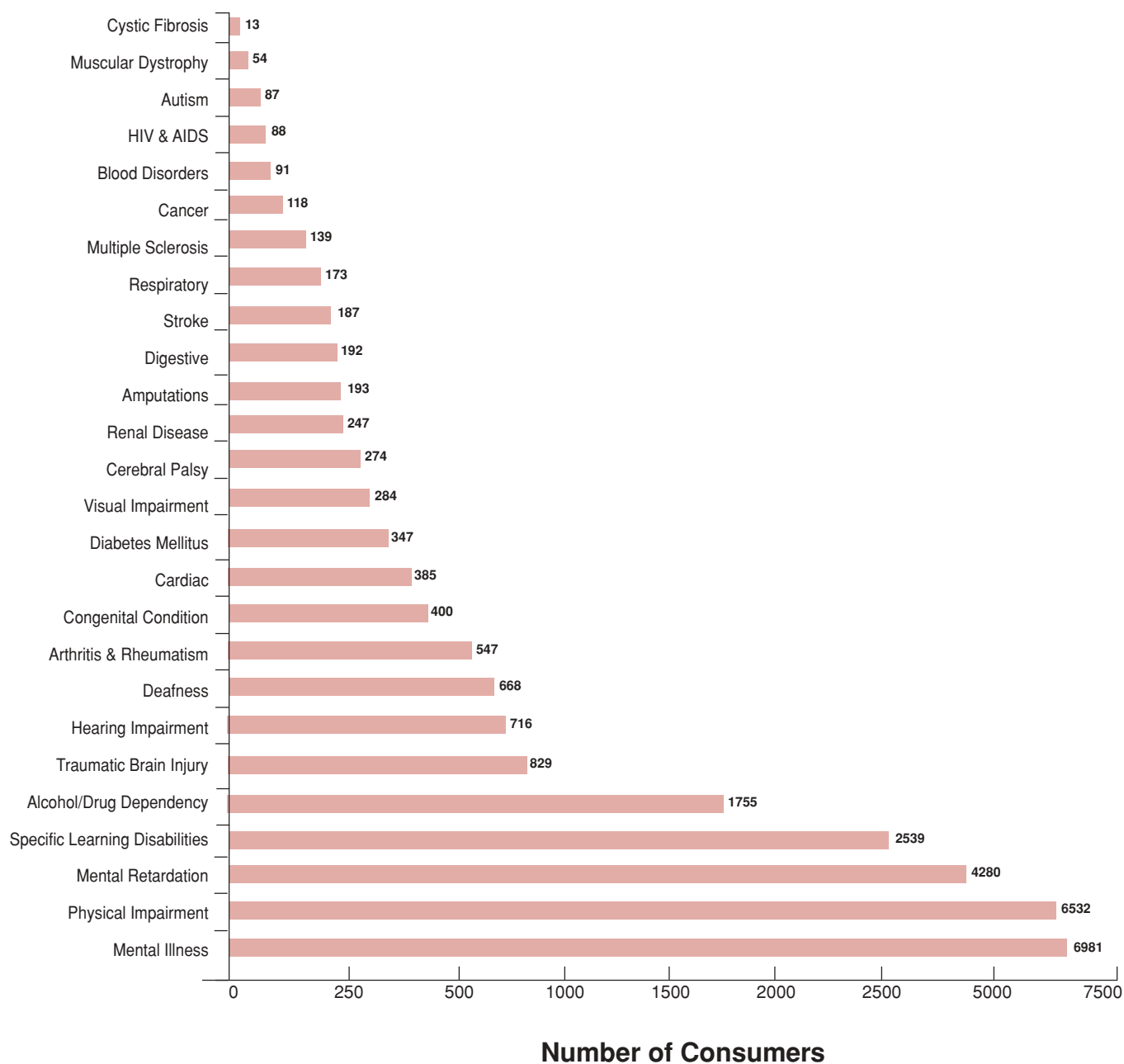
	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of status 30 responses (percentage is the number divided by the total number of who agreed and disagreed)	94%	6%	87%	13%	83%	17%	90%	10%	87%	13%	88%	12%
Persons with significant disabilities	96%	4%	92%	8%	84%	16%	93%	7%	85%	15%	86%	14%
African Americans	93%	7%	93%	7%	93%	7%	97%	3%	90%	10%	95%	5%
Males	92%	8%	84%	16%	79%	21%	89%	11%	83%	17%	84%	16%
Females	97%	3%	89%	11%	87%	13%	91%	9%	90%	10%	91%	9%
Persons with mental retardation	92%	8%	85%	15%	92%	8%	87%	13%	87%	13%	92%	8%
Persons with mental illness	94%	6%	88%	12%	84%	16%	88%	12%	87%	13%	91%	9%
Persons with deafness/hearing impairment	92%	8%	83%	17%	82%	18%	82%	18%	75%	25%	82%	18%
Persons with traumatic brain injury	94%	6%	87%	13%	73%	27%	75%	25%	81%	19%	81%	19%
Persons with alcohol/drug dependency	89%	11%	80%	20%	67%	33%	100%	0%	78%	22%	67%	33%
Persons with specific learning disabilities	88%	12%	82%	18%	81%	19%	94%	6%	82%	18%	81%	19%
Persons with orthopedic impairments	97%	3%	91%	9%	85%	15%	92%	8%	92%	8%	91%	9%

*Total responses of eligible consumers who have left the program before receiving services.

Disability Categories of Eligible Consumers

– FY02–

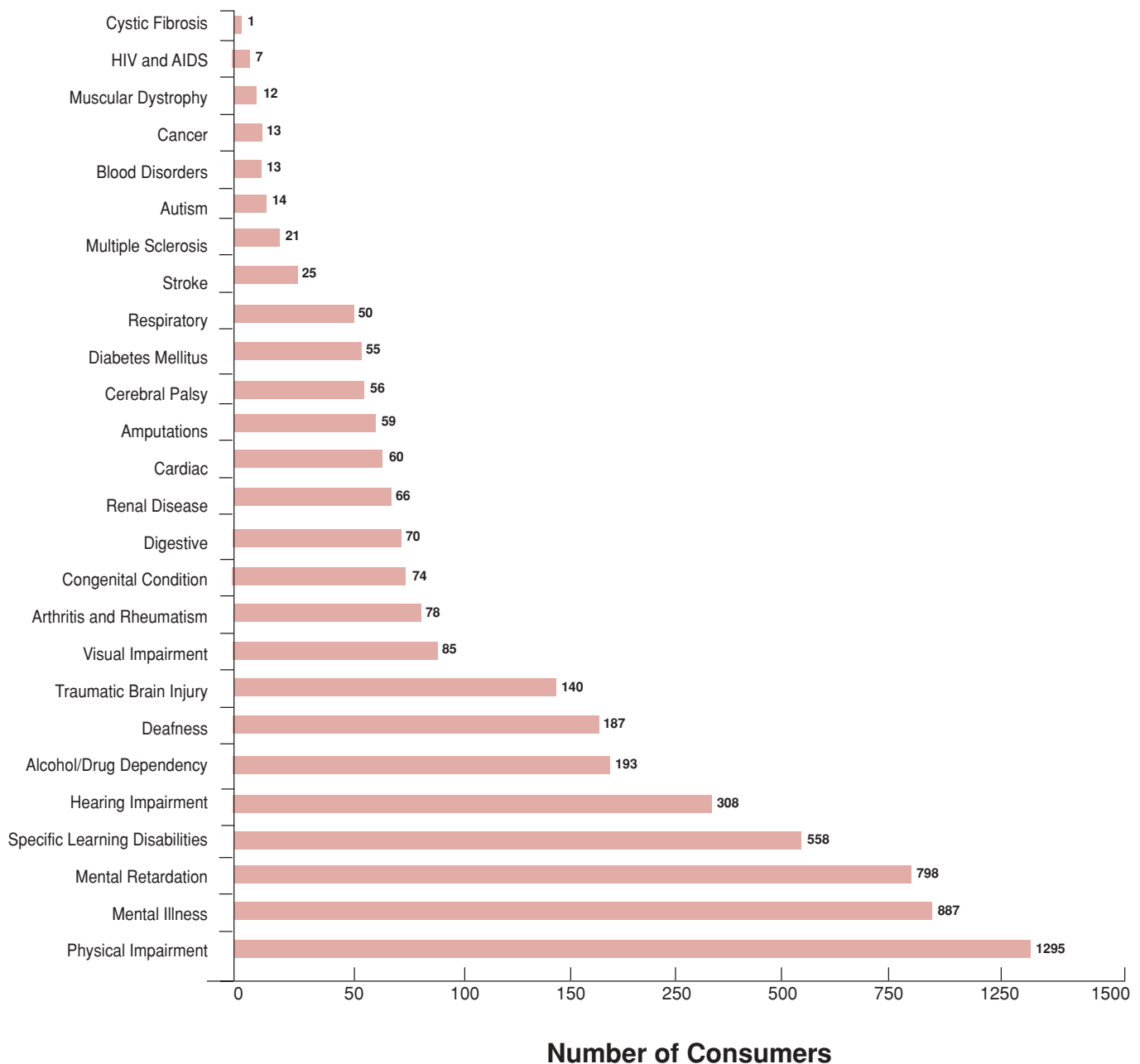
Types of Disability



Disability Categories of Consumers with Successful Employment Outcomes

– FY02–

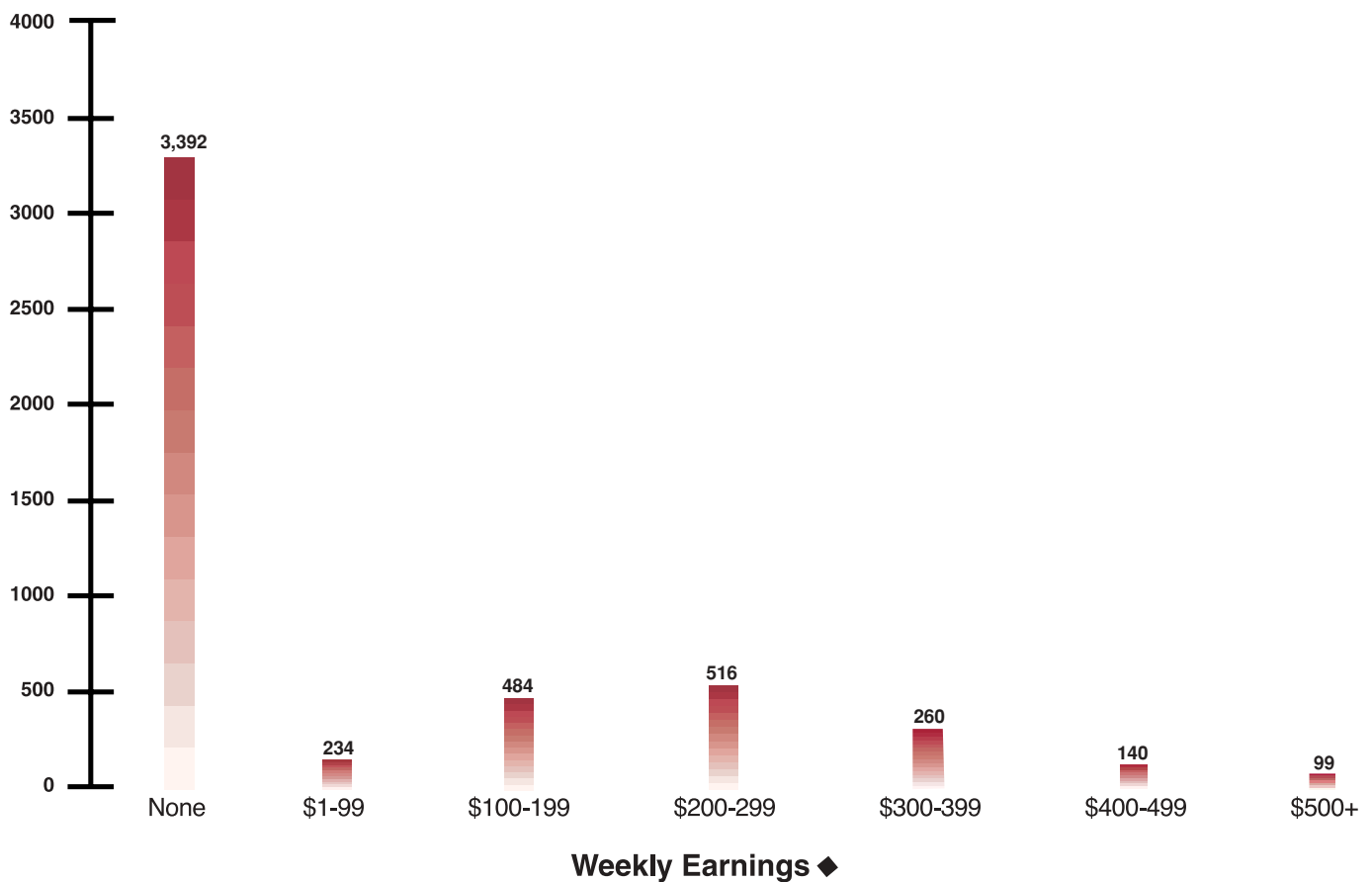
Types of Disability



Weekly Earnings, at Referral, of Consumers with Successful Employment Outcomes

– FY02 –

Number of Consumers



◆ Consumers are not required to reveal income sources at time of referral for VR services.

Weekly Earnings, at Closure, of Consumers with Successful Employment Outcomes

– FY02 –

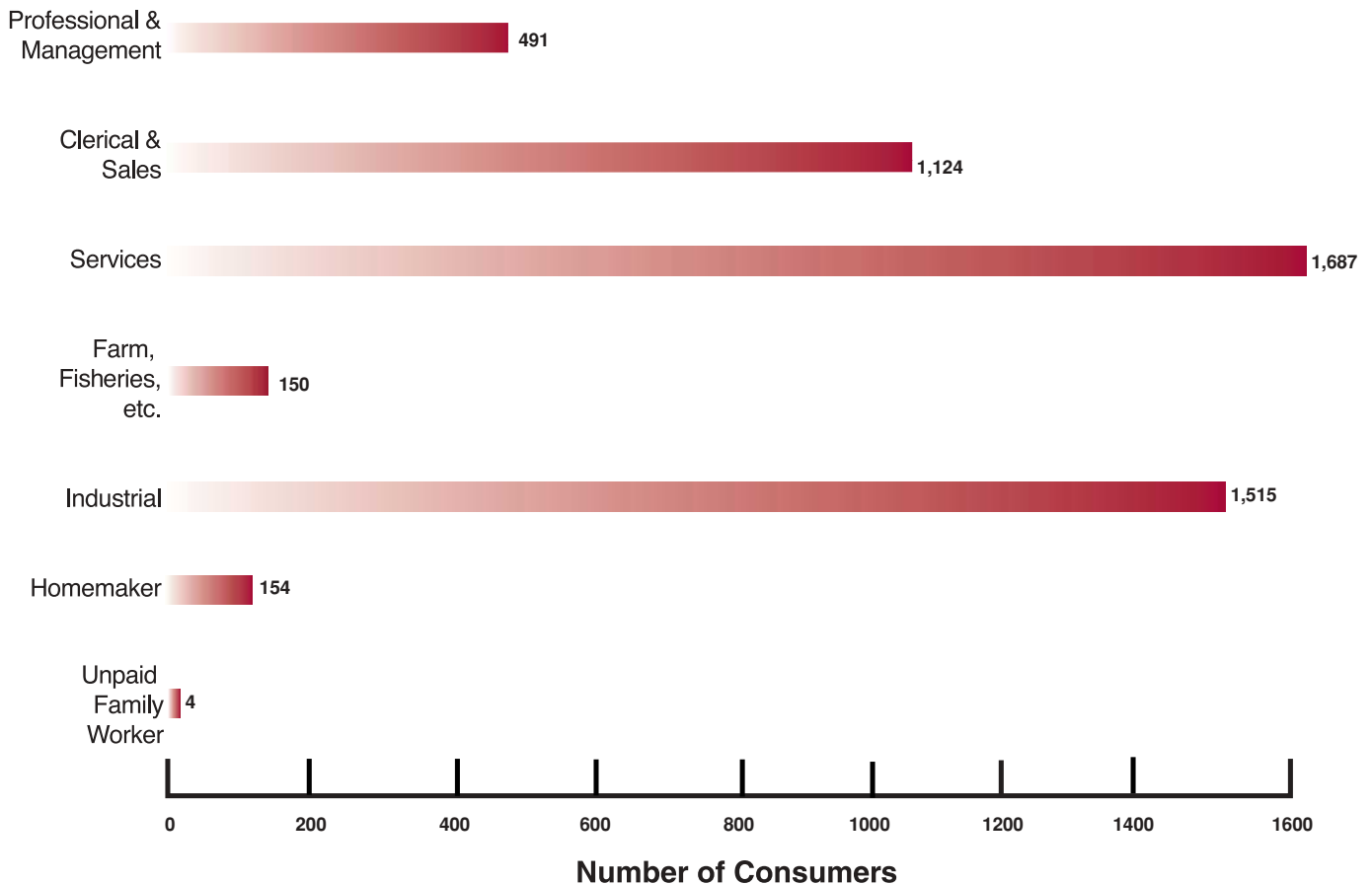
Number of Consumers



Occupations of Consumers with Successful Employment Outcomes

– FY02 –

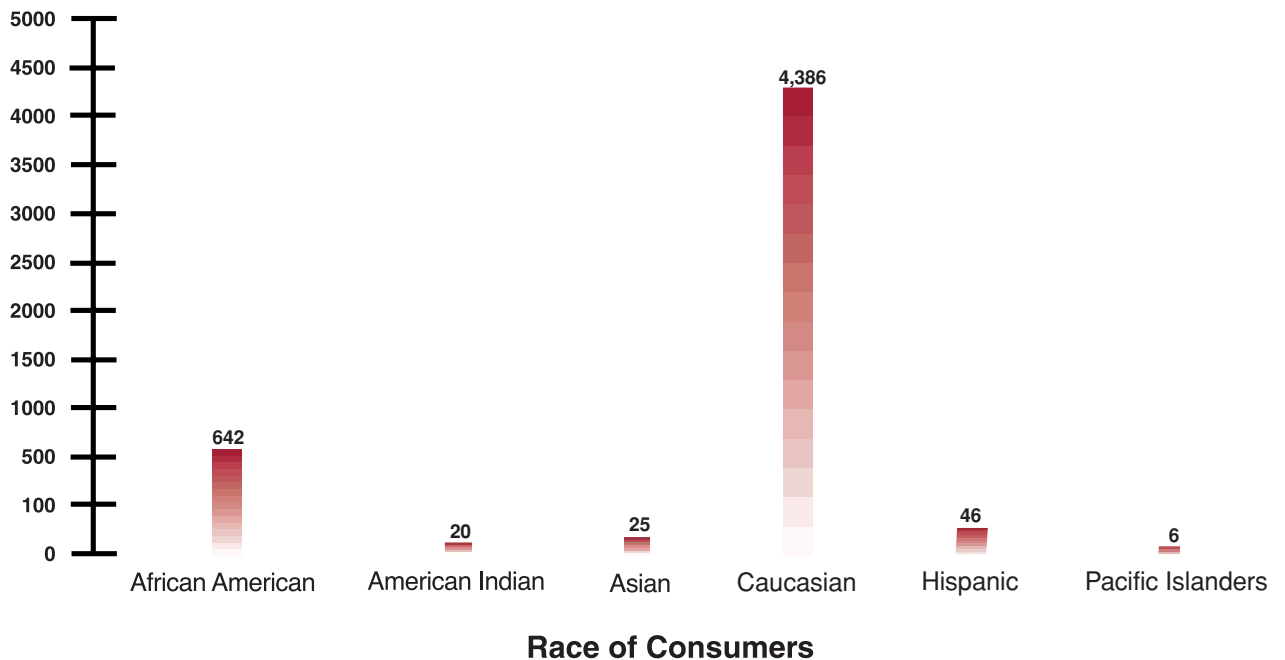
Types of Occupations



Race of Consumers with Successful Employment Outcomes

– FY02 –

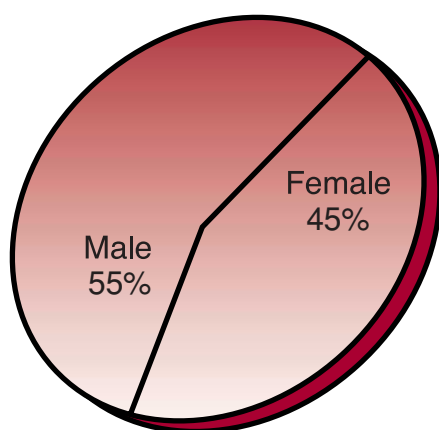
Number of Consumers



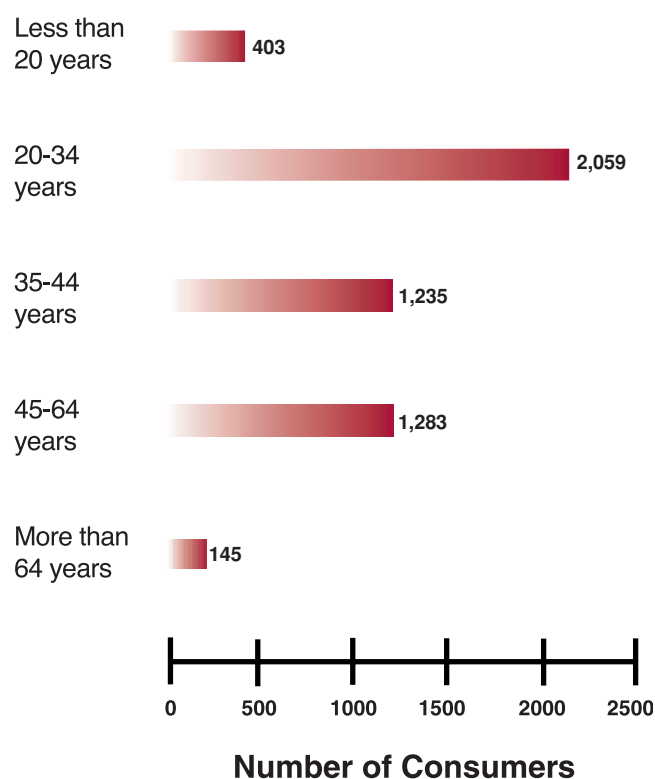
Age and Gender of Consumers with Successful Employment Outcomes

– FY02 –

Gender of Consumers



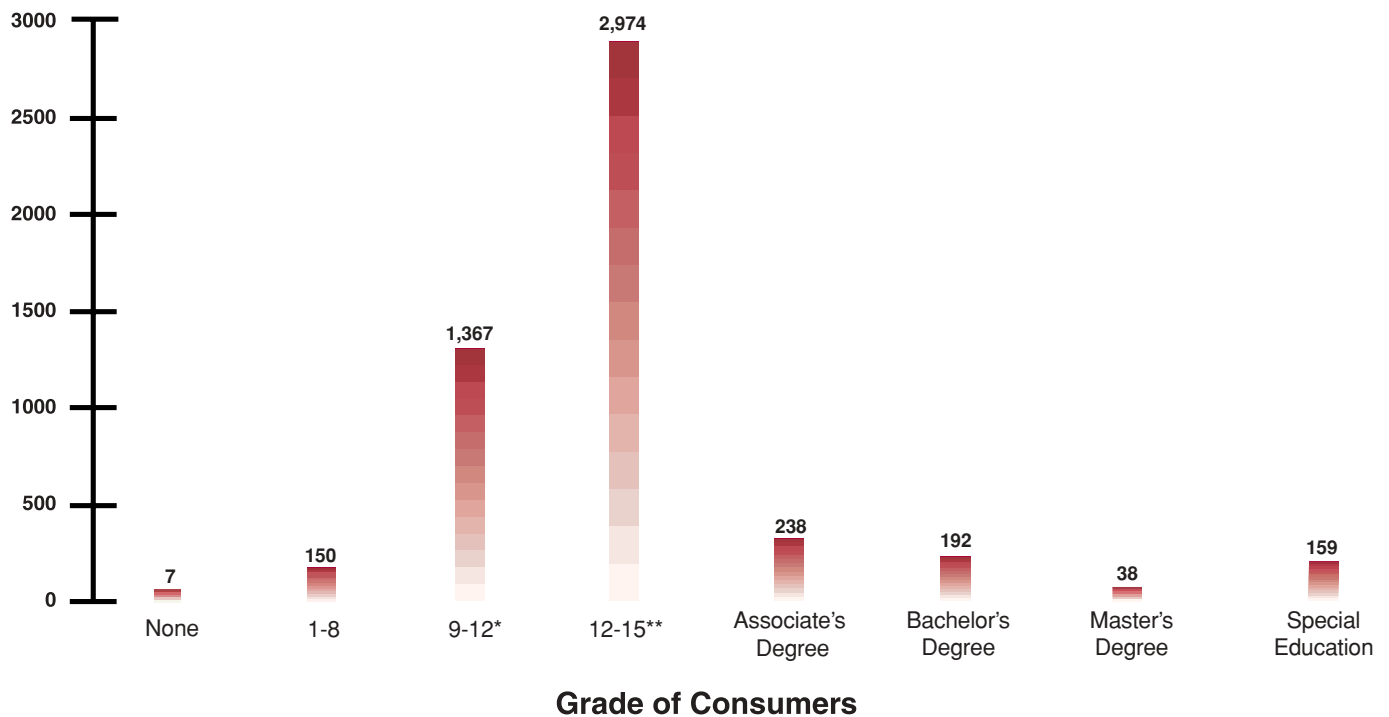
Age of Consumers



Education Level, at Referral, of Consumers with Successful Employment Outcomes

– FY02 –

Number of Consumers



* Total number of consumers who attended the ninth through twelfth grade but did not graduate.

** Total number of consumers who graduated high school and obtained some postsecondary education.

Centers for Independent Living

Access II, Independent Living Center

611 W. Johnson
Gallatin, MO 64640
Gary Maddox, Executive Director
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Fax: (660) 663-2517
E-mail: access@ccp.com
Web site: www.ccp.com/~access/

Boothel Area Independent Living Services

1111 Rear Independence, Suites A & B
P. O. Box 326
Kennett, MO 63857
Kelly Barfoot, Executive Director
Phone & TTY: (573) 888-0002
Fax: (573) 888-0708
E-mail: bails@sheltonbbs.com

Delta Center for Independent Living

Weldon Springs Professional Building
5933 Highway 94 South, Suite 107
St. Charles, MO 63304
Nancy Murphy, Executive Director
Phone & TTY: (636) 926-8761
Fax: (636) 447-0341
E-mail: dcilpas@accessus.net

Disability Resource Association

420B S. Truman Boulevard
Crystal City, MO 63019
Craig Henning, Executive Director
Phone: (636) 931-7696
TTY: (636) 937-9016
Fax: (636) 937-9019
E-mail: dra@disabilityresourceassociation.org

Disabled Citizens Alliance for Independence

P. O. Box 675
Viburnum, MO 65566
Rich Blakley, Executive Director
Phone: (573) 224-5402
TTY: (573) 244-3315
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Independent Living Center of Southeast MO

809 West Pine
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Independent Living Resource Center

3620 W. Truman Boulevard, Suite D
Jefferson City, MO 65109-6125
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Living Independently for Everyone

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Midland Empire Resources for Independent Living

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St. Joseph, MO 64506
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Northeast Independent Living Services

109 Virginia, Suite 560
Hannibal, MO 63401
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Phone & TTY: (573) 221-8282
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On My Own, Inc.

3102 Industrial Parkway
Nevada, MO 64772
Jack Brock, Executive Director
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Fax: (417) 667-6262
E-mail: onmyown@sofnet.com

Ozark Independent Living

109 Aid Avenue
West Plains, MO 65775
Cindy Moore, Executive Director
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TTY: (888) 440-7500
Fax: (417) 257-2380
E-mail: ozark@townsq.com
Web site: http://users.townsq.com/ozark/

Paraquad

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SEMO Alliance for Disability Independence, Inc.

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SW Center for Independent Living

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Warrensburg Independent Living Services

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Warrensburg, MO 64093
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Web site: www.w-ils.org

Community Rehabilitation Program Providers

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(Formerly Developmental Services of Jefferson County, Inc.)
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Web site: www.advent.org

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Advent South Satellite

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Web site: www.advent.org

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Joplin Satellite

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Jamie Gillmore/Rob Downey, Managers
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Fax: (417) 624-3810
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E-mail: rob.downey@aoinc.org

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Amy Frieling, Regional Manager
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Fax: (417) 667-2715
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Poplar Bluff, MO 63901
Barbara Tanner, Manager
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Fax: (573) 776-7099
E-mail: barbara.tanner@aoinc.org

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Center for Human Services – CHS Jobs

(Formerly Children's Therapy Center)
1500 Ewing Drive
Sedalia, MO 65301
Roger A. Garlich, Executive Director
Arthur Flowers, Director of S.E.
Phone: (660) 827-2100
Fax: (660) 827-3034
E-mail: rgarlich@chs-mo.org
E-mail: aflowers@chs-mo.org
Web site: www.chs-mo.org

Community Living, Inc.

8 Westbury Drive, Suite 100
St. Charles, MO 63301
Barb Griffith, Executive Director
Phone: (636) 946-3557
Fax: (636) 946-9347

Employment Services

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St. Peters, MO 63376
Shelley Cook, Manager
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Fax: (636) 946-9347
E-mail: shcook@primary.net

Community Rehabilitation Program Providers (continued)

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Kansas City, MO 64131
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Scott G. Chase, Director of Consumer Services
Phone: (816) 444-2800 or (800) 972-5163
Fax: (816) 444-6777
E-mail: pwalls@efha.org
E-mail: schase@efha.org

Epilepsy Foundation of the St. Louis Region

7100 Oakland
St. Louis, MO 63117-1881
Darla Templeton, Executive Vice President
Phone: (314) 645-6969
Fax: (314) 645-1520
E-mail: epilepsy@tower1.stl-epil.org
Web site: stl-epil.org

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1794
Larry Jones, President
Dr. David J. Draper, Director of Rehab Services
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TTY: (816) 421-1232
Fax: (816) 842-7616
E-mail: ljones@mokangoodwill.org
E-mail: ddraper@mokangoodwill.org
Web site: www.mokangoodwill.org

St. Joseph Satellite

200 S. 8th Street
St. Joseph, MO 64501
Lori Cordonnier, Supervisor
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Fax: (816) 232-4605
E-mail: lcordonnier@mokangoodwill.org

Independence Center

4380 W. Pine Boulevard
St. Louis, MO 63108-2206
Robert B. Harvey, Executive Director
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Midland House

8675 Olive
University City, MO 63132
Amy Clinton, Employment Coordinator
Phone: (314) 812-8675
Fax: (314) 812-8676
E-mail: aclinton@independencecenter.org

Jewish Vocational Service

1608 Baltimore
Kansas City, MO 64108
Joy Foster, Executive Director
Marlin Roberts, Director of Rehabilitation Services
Phone: (816) 471-2808

TTY: (816) 471-7461
Fax: (816) 471-2930
E-mail: jcfoster@jvskc.org
E-mail: mroberts@jvskc.org

Kirkville Area Technical Center

1103 S. Cottage Grove
Kirkville, MO 63501
Terri Jones, Director
Sue Schlueter, Vocational Assessment
Phone: (660) 665-2865
Fax: (660) 626-1477
Email: terri_j@kirkville.k12.mo.us
Email: sue_s@kirkville.k12.mo.us

Lakes Country Rehabilitation Center

P.O. Box 1277
Springfield, MO 65801-1277
Bob Scheid, President
Sarah Tilley, Director of Rehabilitation Services
Sarah Garton, Coordinator of Evaluation/Employment Services
Kelly Washburn, Administrative Assistant
Phone: (417) 862-1753
Fax: (417) 864-5621
E-mail: bobs@lakescountry.org
E-mail: sarah@lakescountry.org
E-mail: sarahg@lakescountry.org
E-mail: kellyw@lakescountry.org
Web site: www.lakescountry.org

Branson West Satellite

Highway 13 & 76
Claybough Plaza
Suite SCR 25, Lower Level
Branson West, MO 65737
Shawn Tittle, Office Manager/Case Manager
Phone: (417) 272-0065
Fax: (417) 272-3845
E-mail: lcrc@enter-link.com
Web site: www.lakescountry.org

Camdenton Satellite

456 N. Highway 5, Lower Level
P.O. Box 1537
Camdenton, MO 65020
Laurie Shasteen, Case Manager
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Fax: (573) 346-3957
Email: lakescty@lakeozark.net
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1515 West 10th Street, Suite C
Joplin, MO 64801
Kerry Malinowski, Coordinator of Vocational Services
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Fax: (417) 782-2662
E-mail: kmal@4state.com
Web site: www.lakescountry.org

Rolla Satellite

1421 Forum Drive
Rolla, MO 65401
Laurie Shasteen, Vocational Coordinator
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Web site: www.lakescountry.org

West Plains Satellite

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West Plains, MO 65775
Dianna Weaver, Coordinator of Employment Services
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Web site: www.lakescountry.org

MERS/Missouri Goodwill Industries

Downtown Aftergut Center
1727 Locust Street
St. Louis, MO 63103
Lewis C. Chartock, Ph.D., President
Dave Kutchback, Assistant Executive Director
Mark Arens, Vice President for Programs
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TTY: (314) 241-4645
Fax: (314) 241-9348
E-mail: lchartock@mersgoodwill.org
E-mail: dkutchback@mersgoodwill.org
E-mail: marens@mersgoodwill.org
Web site: www.mersgoodwill.org

MERS Cape Girardeau

332 Silver Springs Road
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MERS Goodwill Mid County Lippman Center

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Brentwood, MO 63144
Melissa Medler, Director
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Fax: (314) 647-9364
E-mail: mmedler@mersgoodwill.org
Web site: www.mersgoodwill.org

MERS Goodwill North County Area

1760-1764 New Florissant Road North
Florissant, MO 63033
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Web site: www.mersgoodwill.org

MERS Goodwill South County Area
3865 Lemay Ferry Road
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MERS Goodwill Franklin County Area
(Formerly Washington Satellite)
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Washington, MO 63090
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Missouri Rehabilitation Center
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Dennis Stambaugh, Center Director
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E-mail: bensonk@health.missouri.edu
Web site: muhealth.org/~rehab

Ozarks Technical Community College
Counseling and Career Resources
(Formerly Vocational Evaluation and
Assessment Center)
P.O. Box 5958
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Joyce Thomas, Director of Counseling and
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Becky Dalton, Secretary
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The Rehabilitation Institute
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Web site: www.rehabkc.org

Supported Employment Service Providers

Adult Vocational Services of Jefferson County, Inc.

(Formerly Developmental Services of Jefferson County, Inc.)
3581 Jeffco Boulevard
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John Becker, Director
Phone: (636) 464-8094
Fax: (636) 464-3648
E-mail: jabecker@dsjc.org

Advent Enterprises, Inc.

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Greg Wingert, Vice President
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Christy Nickolaus, Branch Manager
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Fax: (660) 263-6353
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Web site: www.advent.org

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Alternative Community Training, Inc.

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(Formerly the ARC: Greater Ozarks ARC)
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Michael H. Powers, Director
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Lori Pace, SE Coordinator
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400 E. Liberty
Mexico, MO 65265
Edward Riedel, Program Director
Phone: (573) 581-7887
Fax: (573) 581-1026
E-mail: egriede@audrainmedicalcenter.com

Audrain Handicapped Services

308 E. Jackson
Mexico, MO 65265
Tim M. Crews, Executive Director
Phone: (573) 581-8210
Fax: (573) 581-5204
E-mail: ahs@ktis.net

ACSES (Audrain County Supported Employment Services)

807-B W. Breckenridge
Mexico, MO 65265
Lisa Wieman, Director
Phone: (573) 581-5602
Fax: (573) 581-5204
E-mail: Ldwieman@ktis.net

Supported Employment Service Providers (continued)

Callaway County Special Services

911 Business 54 South
Fulton, MO 65251
Terry Weatherspoon, Executive Director
Vicki Schulte, SE Coordinator
Phone: (573) 642-1792
TTY: (573) 642-1792
Fax: (573) 642-2415

Casco Area Workshop, Inc.

1800 Vine
Harrisonville, MO 64701
Peggy Kutchback, Executive Director
Phone: (816) 380-7359
Fax: (816) 380-7363
E-mail: casco@tfs.net

The Center for Head Injury Services

11664 Lilburn Park Road
St. Louis, MO 63146
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
E-mail: dgunning@winstarmail.com

Center for Human Services – CHS Jobs

(Formerly Children's Therapy Center)
1500 Ewing Drive
Sedalia, MO 65301
Roger A. Garlich, Executive Director
Arthur Flowers, Director of
Supported Employment
Phone: (660) 827-2100
Fax: (660) 827-3034
E-mail: rgarlich@chs-mo.org
E-mail: aflowers@chs-mo.org
Web site: www.chs-mo.org

Choices for People Center for Citizens with Disabilities

1815 Forum Drive
Rolla, MO 65401
Kyle Terry, Executive Director
Nita Pace, SE Director
Phone: (573) 364-7444
TTY: (800) 735-2966
Fax: (573) 364-5370
E-mail: secpc@fidmail.com

College for Living

Paraquad
311 North Lindbergh
St. Louis, MO 63141
Jeff Pomranka, Director
Phone: (314) 569-1324
Fax: (314) 567-1559
E-mail: jpomranka@paraquad.org
Web site: www.paraquad.org

Community Employment, Inc.

309 N. Jefferson, Suite 247
Springfield, MO 65806
Jenny Smith, Manager
Amy Waldrop, Public Relations
Phone: (417) 869-4906 or (417) 869-4907
Fax: (417) 869-4840
E-mail: cemploymentinc@aol.com

Community Health Plus, BJC Behavioral Health

(Formerly BJC Behavioral
Health Services)
1430 Olive, Suite 500
St. Louis, MO 63103
Debbie MacKie, Community
Services Manager
Phone: (314) 206-3700
TTY: (314) 206-3837
Fax: (314) 206-3709 or (314) 206-3708
E-mail: djm3062@bjc.org

Community Living, Inc.

8 Westbury Drive, Suite 100
St. Charles, MO 63301
Barb Griffith, Executive Director
Phone: (636) 946-3557
Fax: (636) 946-9347

Employment Services

1125-J Cave Springs Estates Drive
St. Peters, MO 63376
Shelley Cook, Manager
Phone: (636) 928-9545
or (636) 447-7559
Fax: (636) 922-4853
E-mail: shcook@primary.net

Community Opportunities

44 Opportunity Court
P.O. Box 420
Troy, MO 63379
Mary Sullivan-Thomas, Executive Director
Phone: (636) 462-7695
Fax: (636) 528-5514
E-mail: lcsb40@accessus.net

Community Opportunities – ACETS (Community & Employment Services)

44 Opportunity Court
P.O. Box 420
Troy, MO 63379
Darla Gamble, Director
Phone: (636) 462-7695
Fax: (636) 528-5514

Community Options

(Formerly Concerned Citizens for the
Developmentally Disabled)
801-B Washington
Chillicothe, MO 64601
Joyce Jacobs, Executive Director
Phone: (660) 646-0109
Fax: (660) 646-2808

Comprehensive Mental Health Services, Inc.

10901 Winner Road
P.O. Box 520169
Independence, MO 64052-0169
William H. Kyles, President/CEO
Brenda Dickson, Program Manager
Phone: (816) 254-3652
Fax: (816) 254-9243

Developmental Center of the Ozarks

1545-B E. Pythian
Springfield, MO 65802
Allan McKelvy, Executive Director
Sharon (Sherry) Hailey, Director
of Programming
Laura York, Employment Coordinator
Phone: (417) 829-0850 or (417) 829-0851
TTY: (417) 831-2407
Fax: (417) 865-7603
E-mail: lyork@dcoonline.com

Taney County Satellite

1627 E. Highway 76
Branson, MO 65616
Phone: (417) 334-1797
TTY: (800) 735-2966
Fax: (417) 335-2320

Diverse Options

807 Gulf Street
P.O. Box 562
Lamar, MO 64759
Melinda Wilson, CEO
Phone: (417) 682-5260
Fax: (417) 682-5260

Endless Options, Inc.

222 E. Davis
Fayette, MO 65248-0029
Debra Miller, Executive Director
Phone: (660) 248-5233
Fax: (660) 248-3779
E-mail: endless@coin.org

Gasconade County Special Services

310 N. First Street
Owensville, MO 65066
Susan Steinbeck, Business Manager
Phone: (573) 437-5800
Fax: (573) 437-5801
E-mail: gcass@fidnet.com

Genesis Employment, Inc.

524 Vine Street
Poplar Bluff, MO 63901
Remona Grubb, CEO
Felix Baker, Administrator
Phone: (573) 686-5600 or (573) 686-0022
Fax: (573) 686-2412
E-mail: genesisemployment@semo.net

Supported Employment Service Providers (continued)

Greater Kansas City Foundation for Citizens with Retardation

1014 W. 39th Street
Kansas City, MO 64111
Jacqueline Bond, Executive Director
Dawn Frederick, Supervisor
of Supported Employment
Phone: (816) 931-4694
Fax: (816) 931-3455

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1794
Larry Jones, President
Dr. David J. Draper, Director
of Rehab Services
Phone: (816) 842-7425
TTY: (816) 421-1232
Fax: (816) 842-7616
E-mail: ljones@mokangoodwill.org
E-mail: ddraper@mokangoodwill.org
Web site: www.mokangoodwill.org

St. Joseph Satellite

200 S. 8th Street
St. Joseph, MO 64501
Lori Cordonnier, Supervisor
Phone: (816) 232-3108
Fax: (816) 232-4605
E-mail: lcordonnier@mokangoodwill.org

High Hope Employment Services, Inc.

P.O. Box 67
Milan, MO 63556
Dianne L. Leslie, Executive Director
Phone: (660) 265-4614
Fax: (660) 265-3016
E-mail: highhope@nemr.net

Independence Center

4380 W. Pine Boulevard
St. Louis, MO 63108-2206
Robert B. Harvey, Executive Director
Phone: (314) 533-4380
Fax: (314) 531-7372
E-mail: rharvey@independencecenter.org

Midland House

8675 Olive
University City, MO 63132
Amy Clinton, Employment Coordinator
Phone: (314) 812-8675
Fax: (314) 812-8676
E-mail: aclinton@independencecenter.org

St. Charles Satellite

4380 W. Pine Boulevard
St. Louis, MO 63108-2206
Amy Clinton, Employment Coordinator
Phone: (314) 812-8675
Fax: (314) 812-8676
E-mail: aclinton@independencecenter.org

JESS

2365 Hampton Avenue
St. Louis, MO 63139
Marcy Soda, Ph.D., Executive Director
Phone: (314) 644-1913
Fax: (314) 644-0461
E-mail: ekratz@jessinc.org

St. Peters Satellite

2020 Parkway Drive
St. Peters, MO 63376
Barb Woods, SE Coordinator
Phone: (314) 441-2422
Fax: (314) 441-7045

Judevine Center for Autism

8229 N. Broadway
St. Louis, MO 63147
Laura Perkins, Deputy Director
of Program Services
Phone: (314) 385-5373
Fax: (314) 385-7896
E-mail: judevine@judevine.org
Web site: www.judevine.org

Lake of the Ozarks Developmental Center

P.O. Box 753
Camdenton, MO 65020
Marilyn L. Martin, Executive Director
Betty Eaton, Community
Employment Specialist
Phone: (573) 346-4574
Fax: (573) 346-7426
E-mail: employ@usmo.com

Lakes Country Rehabilitation Center

P.O. Box 1277
Springfield, MO 65801-1277
Bob Scheid, President
Sarah Tilley, Director of
Rehabilitation Services
Mary Connolly, Coordinator
of TBI Services
Kelly Washburn,
Administrative Assistant
Phone: (417) 862-1753
Fax: (417) 864-5621
E-mail: bobs@lakescountry.org
E-mail: saraht@lakescountry.org
E-mail: maryc@lakescountry.org
E-mail: kellyw@lakescountry.org
Web site: www.lakescountry.org

Branson West Satellite

Suite SCR 25, Lower Level
Claybough Plaza
Highway 13 & 76
Branson West, MO 65737
Mary Connolly, SE Manager
Phone: (417) 272-0065
Fax: (417) 272-3845
E-mail: lcrc@enter-link.com

Joplin Satellite

1515 West 10th Street, Suite C
Joplin, MO 64801
Kerry Malinowski, Coordinator of
Vocational Services
Phone: (417) 782-7703
Fax: (417) 782-2662
E-mail: kmal@4state.com

Rolla Satellite

1421 Forum Drive
Rolla, MO 65401
Laurie Shasteen, Vocational Coordinator
Phone: (573) 341-2606
Fax: (573) 341-5780
E-mail: lauries@lakescountry.org

West Plains Satellite

1562 Imperial Center
West Plains, MO 65775
Dianna Weaver, Coordinator of
Employment Services
Phone: (417) 257-1545
Fax: (417) 256-0236
E-mail: diannaw@lakescountry.org
Web site: www.lakescountry.org

Learning Opportunities Quality Works, Inc.

P.O. Box 254
Monroe City, MO 63456
Wendy Hays, Executive Director
Cyndi Johns/Janet Griffin, Office Managers
Phone: (573) 735-4282
Fax: (573) 735-2580
E-mail: loi@socket.net
Web site: www.loqw.com

Hannibal Satellite

111 S. 10th
Hannibal, MO 63401
Chan Williams, Officer Manager
Missy Johns, Director of Employment
And Community Service
Phone: (573) 221-5991
Fax: (573) 221-8559
E-mail: loqw1@sbcglobal.net

Kirkville Satellite

1203 S. Osteopathy
P.O. Box 246
Kirkville, MO 63501
Leanne Holdren, Office Manager
Phone: (660) 627-1749
Fax: (660) 665-4035
E-mail: loi@cableone.net

Supported Employment Service Providers (continued)

Life Skills Foundation

10176 Corporate Square Drive,
Suite 100
St. Louis, MO 63132-2924
Wendy Buehler, Executive Director
Jocelyn Jones-Waller, Director
Phone: (314) 567-7705
Fax: (314) 567-6539
E-mail: wsbuehler@ad.com
Web site: www.lifeskills-stl.org

St. Charles Satellite

1000 Fairgrounds, Suite 104
St. Charles, MO 63301
Wendy Buehler, Executive Director
Jocelyn Jones-Waller, Director
Phone: (636) 940-1554
Fax: (636) 940-1554

St. Louis City Satellite

901 N. Tenth, Suite 101
St. Louis, MO 63101
Wendy Buehler, Executive Director
Jocelyn Jones-Waller, Director
Phone: (314) 231-5627
Fax: (314) 231-0347

MERS / Missouri Goodwill Industries

Downtown Aftergut Center
1727 Locust Street
St. Louis, MO 63103
Lewis C. Chartock, Ph.D., President
Dave Kutchback, Assistant
Executive Director
Mark Arens, Vice President for Programs
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
E-mail: lchartock@mersgoodwill.org
E-mail: dkutchback@mersgoodwill.org
Web site: www.mersgoodwill.org

MERS Cape Girardeau

332 Silver Springs Road
Cape Girardeau, MO 63701
Phillip Wagoner, Director
Phone: (573) 339-0071
Fax: (573) 339-7898
E-mail: pwagoner@mersgoodwill.org

MERS Goodwill Franklin County Area

(Formerly Washington Satellite)
1600 W. Main Street, Suite A
Washington, MO 63090
Martha Jerabek, Director
Phone: (636) 239-2225
Fax: (636) 239-7137
E-mail: mjerabek@mersgoodwill.org
Web site: www.mersgoodwill.org

MERS Goodwill Mid County Lippman Center

2545 S. Hanley Road
Brentwood, MO 63144
Melissa Medler, Director

Phone: (314) 647-7453
TTY: (314) 647-4753
Fax: (314) 647-9364
E-mail: mmedler@mersgoodwill.org
Web site: www.mersgoodwill.org

MERS Goodwill North County Area

1760-1764 New Florissant Road North
Florissant, MO 63033
Carol Kruchowski, Director
Phone: (314) 831-9171
Fax: (314) 831-6463
E-mail: ckruchowski@mersgoodwill.org
Web site: www.mersgoodwill.org

MERS Goodwill St. Charles Area

2747 West Clay, Suite B-C
St. Charles, MO 63301
Martha Jerabek, Director
Phone: (636) 946-7559
Fax: (636) 946-2006
E-mail: mjerabek@mersgoodwill.org
Web site: www.mersgoodwill.org

MERS Goodwill South County Area

3865 Lemay Ferry Road
Lemay, MO 63125
Beth Brown, Director
Phone: (314) 845-1922
Fax: (314) 845-1921
E-mail: bbrown@mersgoodwill.org
Web site: www.mersgoodwill.org

MERS Goodwill West County Area

300 Ozark Trail, Suite 208
Ellisville, MO 63011
Jeff Cartnal, Vice President
Phone: (636) 230-6699
Fax: (636) 230-9734
E-mail: jcartnal@mersgoodwill.org
Web site: www.mersgoodwill.org

Network Employment Services of TMC Behavioral Health Network

(Formerly TMC Behavioral Health)
2600 E. 12th Street
Kansas City, MO 64127
Marsha Morgan, Chief Operating Officer
Terry Trafton, Director
of Rehabilitation Services
DuLane Gash, Coordinator
of Employment Services
Phone: (816) 231-1002
Fax: (816) 482-5754
E-mail: marsha.morgan@tmcmed.org
E-mail: terry.trafton@tmcmed.org
E-mail: dulane.gash@tmcmed.org
Web site: www.trumed.org

Network Employment Services

TMC Behavioral Health Homeless Center
1415 McGee
Kansas City, MO 64106
Terry Trafton, Director

of Rehabilitation Services
DuLane Gash, Coordinator
of Employment Services
Phone: (816) 842-2074
Fax: (816) 842-2091

Swope Parkway Health Center

Network Employment Services
3801 Blue Parkway
Kansas City, MO 64130
Terry Trafton, Director
of Rehabilitation Services
DuLane Gash, Coordinator
of Employment Services
Phone: (816) 922-7645
Fax: (816) 929-2676

Ozark Valley's Community Services, Inc.

135 S. Main
P.O. Box 156
Ironton, MO 63650-0156
Charlotte Nichols-Stevens,
Executive Director
Phone: (573) 546-2418
or (573) 546-7841
Fax: (573) 546-4241
E-mail: cstevens@mail.tigernet.gen.mo.us

Farmington Satellite

OVCS Employment Services
400 N. Washington, Suite A
Farmington, MO 63640
Joyce Heberlie, Employment Services
Director
Phone: (573) 756-0377
Fax: (573) 756-1720
Web site: <http://fxnet.missouri.org/organizations/ovcs>

Pathways Community Behavioral Healthcare, Inc.

(Formerly Community Counseling
Consultants)
1800 Community Drive
Clinton, MO 64735
Jerry Osborn, President/CEO
Amy Ditty, Employment Program Director
Phone: (660) 885-8131
Fax: (660) 885-2393
E-mail: aditty@pbhc.org
Web site: www.pathwaysonline.org

Belton Satellite

203 Main
Belton, MO 64012
Amy Ditty, Employment Program Director
Phone: (816) 380-6743

Butler Satellite

501 N. Orange
Butler, MO 64730
Amy Ditty, Employment Program Director
Phone: (660) 679-4636
Fax: (660) 679-4310

Supported Employment Service Providers (continued)

El Dorado Springs Satellite
107 W. Broadway
El Dorado Springs, MO 64744
Amy Ditty, Employment Program Director
Phone: (417) 876-5314
Fax: (417) 876-5328

Harrisonville Satellite
300 Galaxie Avenue
Harrisonville, MO 64701
Amy Ditty, Employment Program Director
Phone: (816) 380-6743
Fax: (816) 884-5968

Higginsville Satellite
312 W. 19th
Higginsville, MO 64037
Amy Ditty, Employment Program Director
Phone: (660) 584-5600
Fax: (660) 584-5840

Nevada Satellite
2203 N. Elm
Nevada, MO 64772
Amy Ditty, Employment Program Director
Phone: (417) 667-2262
Fax: (417) 667-6515

Odessa Satellite
301 N. Second, Suite C
Odessa, MO 64076
Amy Ditty, Employment Program Director
Phone: (816) 633-5921
Fax: (816) 633-7942

Sedalia Satellite
State Fair Shopping Center
14th & Limit
Sedalia, MO 65301
Amy Ditty, Employment Program Director
Phone: (660) 826-5885
Fax: (660) 826-5174

Warrensburg Satellite
520-C Burkarth Road
Warrensburg, MO 64093
Amy Ditty, Employment Program Director
Phone: (660) 747-7127
Fax: (660) 747-1823

Pike County Agency for Developmental Disabilities
(Formerly Pike County Senate Bill 40)
900 Independence Drive, SB40
Bowling Green, MO 63334
Betsy Barnes, Executive Director
Julie Perez, Job Development Specialist
Phone: (573) 324-3875
TTY: (573) 324-3553
Fax: (573) 324-6391
E-mail: pcsb40@nemonet.com

The Rehabilitation Institute
3011 Baltimore
Kansas City, MO 64108
Don Harkins, President
Kathy Smith, Director
of Rehabilitation Services
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
E-mail: don.harkins@rehabkc.org
E-mail: kathy.smith@rehabkc.org
Web site: www.rehabkc.org

Independence Satellite
3600 S. Noland Road, Suite I-J
Independence, MO 64055
Kathy Smith, Director of
Rehab Services
Phone, Fax and TTY: (816) 254-8820
E-mail: triindep@planetkc.com
E-mail: kathy.smith@rehabkc.org
Web site: www.rehabkc.org

Research Mental Health Services
901 N.E. Independence Avenue
Lee's Summit, MO 64086
Alan Flory, President/CEO
Sue Randall, Program Manager
Phone: (816) 246-8000
Fax: (816) 246-8207
E-mail: allflory@healthmidwest.org
E-mail: csrandall@healthmidwest.org

South Satellite
(Formerly Common Ground)
6801 E. 117th Street
Kansas City, MO 64134
Sue Randall, Program Manager
Phone: (816) 966-0909
Fax: (816) 966-9773
E-mail: csrandall@healthmidwest.org

St. Louis Association for Retarded Citizens, Inc.
1816 Lackland Hill Parkway, Suite 200
St. Louis, MO 63146
Kim Kopff, Director
Phone: (314) 817-2236
TTY: (314) 569-2010
Fax: (314) 569-0778
Web site: www.slarc.org

Springfield Workshop, Inc.
2835 W. Bennett
Springfield, MO 65802-5183
Raymond J. McMenamy,
General Manager
Sue Marshall, Supported
Employment Manager
Phone: (417) 866-2339
Fax: (417) 866-6485
E-mail: rmcmenamy@springfieldworkshop.com
E-mail: smarshall@springfieldworkshop.com

Tri-County Mental Health Services, Inc.
3100 N.E. 83rd Street, Suite 1001
Kansas City, MO 64119-9998
Morty Lebedun, Executive Director
JoAnn Werner, Associate Director
DuLane Gash, Contract Vocational
Services Manager
Phone: (816) 468-0400
TTY: (816) 468-0144
Fax: (816) 468-6635
E-mail: joannw@tri-countymhs.org
Web site: tri-countymhs.org

United Cerebral Palsy of Northwest Missouri
3303 Frederick
St. Joseph, MO 64506
Teresa Gagliano, Executive Director
Phone: (816) 364-3836 or (800) 404-1844
Fax: (816) 390-8546
E-mail: ucpnwmo@ccp.com
Web site: www.ccp.com/~ucpnwmo

United Cerebral Palsy of Greater St. Louis
8645 Old Bonhomme Road
University City, MO 63132-3999
Richard Forkosh, Executive Director
Phone: (314) 994-1600
Fax: (314) 994-0179
E-mail: forkoshr@ucpstl.org
Web site: www.ucpstl.org

Unlimited Opportunities, Inc.
1620 W. Ashley Road
P.O. Box 239
Boonville, MO 65233-0239
Vicki McCarrell, Executive Director
Carol Ries, SE Manager
Phone: (660) 882-5576
TTY: (660) 882-8339
Fax: (660) 882-7483
E-mail: carol@uoi.org
Web site: www.uoi.org

Vocational Services, Inc.
935 S. Kent
Liberty, MO 64068
Randy Hylton, Executive Director
Leslie Ray, SE Manager
Phone: (816) 781-6292
Fax: (816) 781-8797
E-mail: randy@vsiserve.org
E-mail: leslie@vsiserve.org
Web site: vsiserve.org

Woodhaven Learning Center
1405 Hathman Place
Columbia, MO 65201
C. Mark Palmer, Executive Director
Stacy Brown, Program Manager CES
Phone: (573) 875-6181
Fax: (573) 876-7303
E-mail: mpalmer@nbacares.org
E-mail: stacybrown@nbacares.org

Counties Served

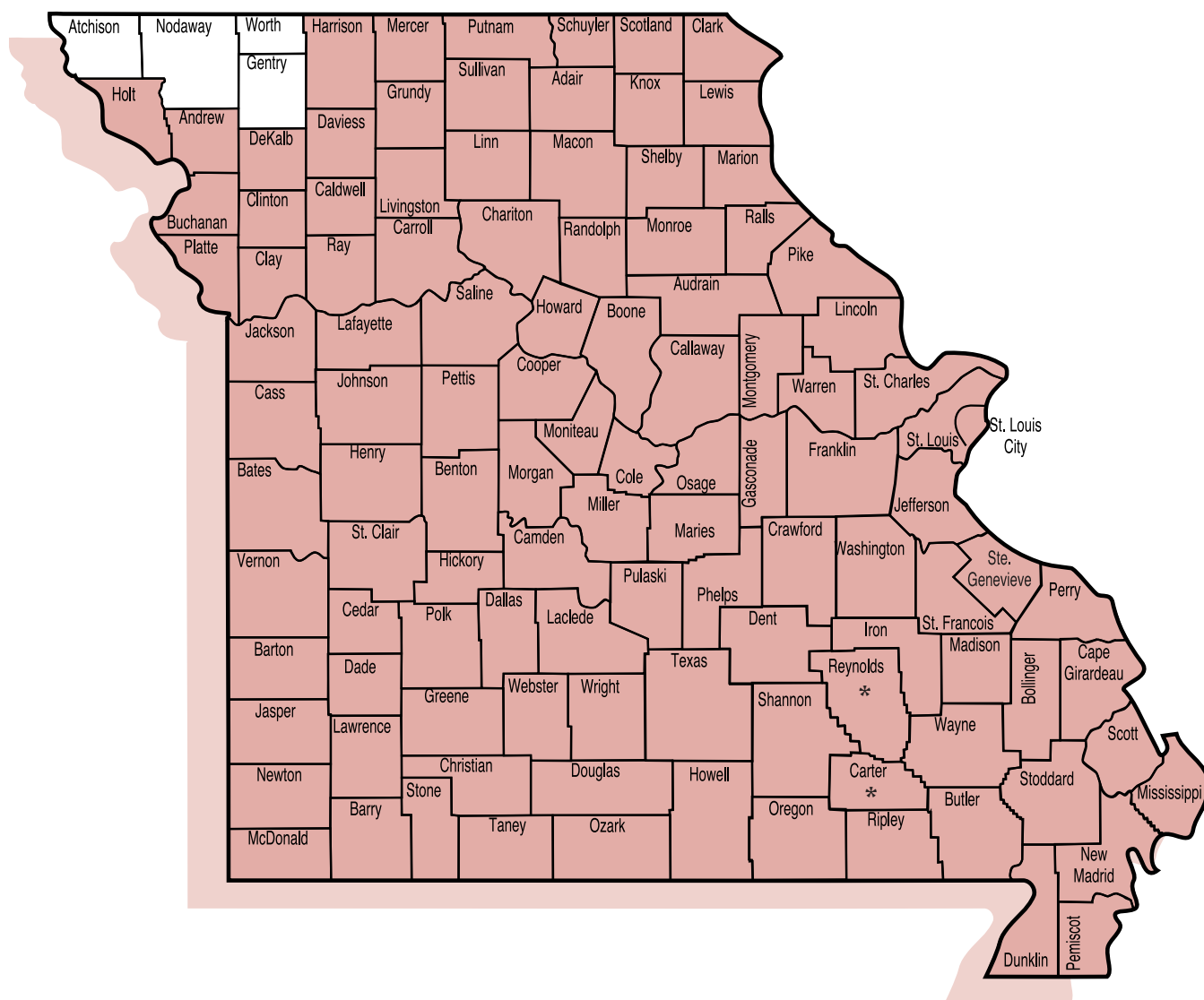
by Supported Employment Service Providers



Served In FY02



Not Served In FY02



Vocational Rehabilitation Offices

Cape Girardeau VR

3102 Blattner Drive, Suite 103
Cape Girardeau, MO 63703-2125
Phone: (573) 290-5788
Fax: (573) 290-5921
Toll free: (877) 702-9883
TTY: (573) 290-5385
Ron Parker, Supervisor

Central Office VR

3024 Dupont Circle
Jefferson City, MO 65109
Phone: (573) 751-3251
Fax: (573) 751-1441
Toll free: (877) 222-8963
TTY: (573) 751-0881
Ron Vessell, Assistant Commissioner

Chillicothe VR

603 W. Mohawk Road
Chillicothe, MO 64601
Phone: (660) 646-1542
Fax: (660) 646-9741
Toll free: (866) 572-4049
Robert Zirfas, Supervisor

Columbia VR

1500 Vandiver Drive, Suite 111
Columbia, MO 65202-1563
Phone: (573) 882-9110
Fax: (573) 884-5250
Toll free: (877) 222-8961
TTY: (573) 882-9117
Duane Shumate, Supervisor

Farmington VR

800 Progress Drive
P.O. Box 230 (63640-0230)
Farmington, MO 63640-9157
Phone: (573) 218-6100
Fax: (573) 218-6107
Toll free: (800) 640-7110
TTY: (573) 218-6119
Mike Burch, Supervisor

Hannibal VR

112 Jaycee Drive
Hannibal, MO 63401-2275
Phone: (573) 248-2410
Fax: (573) 248-2409
Toll free: (877) 222-8960
Jo Moncrief, Supervisor

Jefferson City VR

1500 A Southridge Drive
Jefferson City, MO 65109
Phone: (573) 751-2343
Fax: (573) 526-4474
Neil Harms, Supervisor

Joplin VR

801 E. 15th Street
Joplin, MO 64804-0922
Phone: (417) 629-3067
Fax: (417) 629-3148
Toll free: (877) 222-8964
Tony Logan, Supervisor

Kansas City Downtown VR

615 E. 13th Street, Room G-3
Kansas City, MO 64106-2870
Phone: (816) 889-2581
Fax: (816) 889-2586
Larry Allen, Supervisor

Kansas City East VR

243 N.W. Executive Way
Lee's Summit, MO 64063
Phone: (816) 622-0600
Fax: (816) 622-0610
Jay Robertson, Supervisor

Kansas City North VR

310 N.W. Englewood Road,
Suite 300
Gladstone, MO 64118-0040
Phone: (816) 467-7900
Fax: (816) 467-7924
Toll free: (877) 270-0198
TTY: (877) 270-0201
James Ankrom, Supervisor

Kansas City South VR

1734 E. 63rd Street, Room 201
Kansas City, MO 64110-3537
Phone: (816) 889-3800
Fax: (816) 889-3806
John Ryan, Supervisor

Kansas City Transition VR

243 N.W. Executive Way
Lee's Summit, MO 64063
Phone: (816) 622-0611
Fax: (816) 622-0618
Brenda Simmons, Supervisor

Kirksville VR

1412 N. Osteopathy, Suite B
Kirksville, MO 63501-3581
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Listing of Acronyms

ADs	Assistant Directors
ADA	Americans with Disabilities Act
BLN	Business Leadership Network
CAJT	Community Access and Job Training
CAP	Client Assistance Program
CART	Computer Assisted Real-Time
CE	Consultative Examination
CILs	Centers for Independent Living
CMS	Center for Medicare and Medicaid Services (previously known as Health Care Financing Administration – HCFA)
CO	Central Office
COOP	Cooperative Work Experience Program
CPS	Comprehensive Psychiatric Services
CRC	Certified Rehabilitation Counselor
CRPs	Community Rehabilitation Programs
CSAVR	Council of State Administrators of Vocational Rehabilitation
DDS	Disability Determinations Section
DESE	Department of Elementary and Secondary Education
DFS	Division of Family Services
DHSS	Department of Health and Senior Services
DMH	Department of Mental Health
DMS	Department of Medical Services
DOs	District Offices
DOLIR	Department of Labor and Industrial Relations
DSU	Designated State Unit (Voc Rehab)
DVR	Division of Vocational Rehabilitation
DWD	Division of Workforce Development
EEOC	Equal Employment Opportunity Commission
FOs	Field Offices
FTEs	Full-Time Equivalents (Full-Time Employees)
HBCU	Historically Black Colleges and Universities
HR	Human Resources
I & E Grants	Innovation and Expansion Grants
IDEA	Individuals with Disabilities Education Act
IEP	Individualized Educational Plan
IHOs	Independent Hearings Officers
IL	Independent Living
ILRC	Independent Living Resource Center
ILS	Independent Living Services
ILW	Independent Living Waiver
IPE	Individual Plan of Employment
IT	Information Technology
IVT	Interactive Video Training

Listing of Acronyms (continued)

JAN	Job Accommodation Network
LCSW	Licensed Clinical Social Worker
LPC	Licensed Practical Counselor
LWIB	Labor and Workforce Investment Board
MC	Medical Consultant
MDVR	Missouri Division of Vocational Rehabilitation
MoRIS	Missouri Rehabilitation Information System
MoTAP	Missouri Transition Alliance Partnership
MOUs	Memorandums of Understanding
MRA	Missouri Rehabilitation Association
MRDD	Mental Retardation Developmental Disabilities
MSD	Missouri School for the Deaf
MSP	Medicaid State Plan
MTEC	Missouri Training and Education Council
NIDRR	National Institute on Disability Rehabilitation Research
NME	Non-Medicaid Eligible
OA	Office of Administration
OSEP	Office of Special Education Programs
OSERS	Office of Special Education and Rehabilitation Services
PAS	Personal Assistance Services
PCA	Personal Care Assistance
QAR	Quality Assessment Review
RCEP	Rehabilitation Continuing Education Program
RO	Regional Office
RSA	Rehabilitation Services Administration
SAM II	Statewide Advantage for Missouri (Missouri's integrated financial, HR and payroll system)
SESPs	Supported Employment Services Programs
SILC	State Independent Living Council
SD	Significantly Disabled
SR	Success Rate
SRC	State Rehabilitation Council
SS	Social Security
SSA	Social Security Administration
STATUS 08	Case Closure after Referral for Services
STATUS 26	Successful Employment Case Closure
STATUS 28	Case Closure Not Rehabilitated after IPE
STATUS 30	Case Closure Not Rehabilitated before IPE
TANF	Temporary Assistance for Needy Families
VA	Veterans Administration
VR	Vocational Rehabilitation
WEC	Work Experience Coordinators
WIA	Workforce Investment Act
WIB	Workforce Investment Board